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SEPTEMBER, 1971.

THE ELDERLY AND THEIR ENVIRONMENT:

A PILOT INQUIRY INTO

SENIOR CITIZENS' HOUSING SATISFACTION

CONDUCTED FOR: CENTRAL MORTGAGE AND HOUSING CORPORATION,
LOW INCOME HOUSING TASK FORCE.

PREPARED BY: ENVIRONICS RESEARCH GROUP LIMITED.

PRINCIPAL INVESTIGATORS:

Michael J. Adams

Frederic L. Buckland

Lynda J. M. Tribbling

FIELD CONSULTANT:

J. Carson Bock

FIELD ASSISTANT


Margaret Adam

ENVIRONICS RESEARCH GROUP LIMITED

Environics Research Group is a Toronto based research and consulting firm engaged in the application of social science to social policy areas including housing, education, leisure, gerontology, transportation, communications and urban studies. Our objective is to provide clients with reliable information designed to assist in the planning, execution and evaluation of programmes. Our particular concern is to help formulate policies which take into account the relationships between people's behaviour and their environment. In pursuing these goals we have used a variety of research methods - questionnaire and interview surveys, group discussions, behavioural analysis, literature review, critical assessment of research findings and population data and policy analysis.

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FOREWORD

In October of 1970, Environics Research Group Limited was contracted to conduct certain investigations to be financed under a Part 5 research grant. The project was to be undertaken as part of C.M.H.C's Low Income Housing Task Force study of senior citizens' housing.

This is the final report of the research findings of that "pilot" project.

PURPOSE

The purpose of this project has been to "... generate hypotheses about the present (housing) conditions and aspirations of the elderly..."⁽¹⁾ These hypotheses would emerge from identifying and investigating those salient environmental or contextual factors which bear directly upon the satisfaction of older people.

A qualitative understanding of the factors affecting satisfaction would provide information for the subsequent construction of a questionnaire designed to elicit quantitative data through survey research. Such a survey would "test the significance of different variables and the presence of similar patterns throughout the population concerned."⁽²⁾

It was also felt that a qualitative investigation, utilizing the group discussion method, could furnish methodological insights, to determine the optimal methods to monitor the opinions, attitudes and beliefs of senior citizens.

(1) In essence, what follows is the "pilot" phase of a survey research project.

(2) Quoted from C. David Crenna's, March 1971, "Statement of Guidelines", which suggested focal themes for discussion and listed proposed items for a self-administered questionnaire.

RESEARCH OBJECTIVES

The objective of this research project was to ascertain the attitudes of senior citizens toward:

1. their External Physical Environment, "in respect to services and facilities";
2. their Internal Physical Environment; "their dwelling unit in respect to space, services and facilities";
3. their Social Environment, "including medical and paramedical services, their neighbours and friends, and their property manager (if any)";
4. their Economic Situation, "including the percentage of income spent on housing and ownership status."⁽³⁾

(3) In this, and the RESEARCH DESIGN section, all quotations are taken from the contract between C.M.H.C and E.R.G.

RESEARCH DESIGN

1. The Universe

The population, whose housing condition this study investigates, is those people aged sixty five and over, or simply, senior citizens.

2. The Scope

This present study is limited to selected samples of senior citizens in the urban and suburban regions of Metropolitan Toronto.

3. The Research Method

The research technique considered most appropriate in covering a rich variety of subjective opinions is the group discussion format. Basically, it is the function of this research technique to uncover a broad gamut of perceptions in a relatively uncharted area of inquiry. Directly launching forth into such areas with the structured questionnaires of survey research leaves the research vulnerable to premature closure. Group discussions, being more freewheeling, enable a more serendipitous discovery of salient items that might require more intensive probing in subsequent surveys.

In our experience, group discussions sessions have been an extremely useful method of disclosing unexpected, unanticipated and (normally) covert attitudes. The propensity of discussants to initiate verbal interaction with one another supplements the competent leader's efforts to draw out beliefs and feelings. As our transcripts evidence, this unstructured format is an effective research tool for eliciting in-depth qualitative, subjective data.

It must be made very clear on the other hand that, however fruitful this method may be, it makes no claims to statistical reliability - both in terms of sample selection and the nature of data elicited by the technique.

4. The Sample

a) The Groups

It was the intention of the project to conduct six group sessions with each of the following types of groups, represented among the six:

1. "apartment in subsidized senior citizens' building."
2. "renting apartment in multiple family dwelling unit in core of city."
3. "renting room(s) in core of city."
4. "rooming in public senior citizens' building."
5. "own single family dwelling and live on old age pension plus small income."
6. "renting apartment in multiple family dwelling unit in suburban, or middle belt area."

Discussants would be selected for the six group sessions by quota sampling based on the following criteria: "geography (Metro resident)", "location in city", "dwelling type", "ownership status", "ethnic/national background", "health (physical/mental)", "economic status", "marital status", and "sex".

All of these criteria were systematically used in the selection of discussants except ethnic/national background and economic status, as neither could be determined prior to the discussion meeting. The dwelling type and ownership criteria were altered slightly, as explained below.

In sum, our groups and discussants were selected to reflect urban and suburban locations, various states of health, both sexes, and those who were single, married or widowed. Certainly, however, it is also the case that our senior citizens did represent a range of economic statuses, several ethnic or national backgrounds, and either tenancy or "institutional" tenure.

Three of our groups were selected with the assistance of local Church ministers who were fully briefed on the criteria for discussant selection. We endeavoured

to avoid the bias of church affiliation, especially on social integration patterns, by choosing both active members as well as those with sporadic (if any) church contacts.

The two institutionalized groups (Senior Citizens' Homes) were selected with the assistance of the Metro Housing Authority Administrator, while the discussants in the final group (a suburban public apartment housing project) were selected with the aid of the President of the Residents' Association.

The first four groups were selected in accordance with our original format. However, the fifth group proposed in the original plan - those who "own single family dwelling and live on old age pension plus small income" was replaced by a suburban Senior Citizens' Home run by the Metro Housing Authority. The sixth group planned was "those renting in a multiple family dwelling unit in suburban, or middle belt area". Actually, our Group VI was special in the sense that our discussants resided in a suburban apartment complex, also run by "Metro".

To simplify, the following groups were conducted:

Group I: residents of O.H.C. subsidized high-rise apartments in the city core.
(ST. JAMES TOWN)

Group II: residents of low and high-rise apartments in the city core and middle belt areas. (MISCELLANEOUS URBAN APARTMENTS)

Group III: roomers renting in the city core. (URBAN ROOMERS)

Group IV: residents of a Public Senior Citizens' Home in the city core.
(FUDGER HOME FOR THE AGED)

Group V: residents of a suburban Public Senior Citizens' Home.
(KIPLING ACRES HOME FOR THE AGED)

Group VI: residents of a suburban Public Senior Citizens' low-rise apartment complex.
(WEST ACRES)

An explanation for altering the nature of the fifth and sixth groups is in order. The group discussion sessions were conducted over a several week period in order to allow time for evaluation and remedial modifications. (Certain methodological alterations will be discussed below.) Modifications in the nature of the groups to be studied were the result of generating certain hypotheses from the first four sessions. In the judgement of the principal investigators, certain key variables were emerging as salient. Both location and proximity (or access) to services, entertainment and facilities struck us impressionistically, as being extremely influential on housing satisfaction.

In order to test these interim hypotheses, we decided to select groups parallel to those already studied (thus holding constant housing type and tenure) to measure the relative influence of location and proximity as independent variables. Both Groups 5 and 6 therefore, were located in Toronto suburbs. Group 5, conducted among the residents of Kipling Acres Senior Citizens' Home parallels Group 4, the residents of the Fudger Home. Both are run by "Metro".

Group 6, the West Acres apartment complex, was selected because of its proximity to the Kipling Acres Home. Whereas, both urban apartment groups (private and OHC) were relatively isolated from specially designed facilities, services and entertainment for senior citizens, an equally healthy and "independent" group, (the residents of West Acres) had ready access to the services and facilities of neighbouring Kipling Acres.

b) Composition of Groups

It had been our intention to have six to eight discussants in each group. This is an optimum size, with anywhere between five and twelve usually considered the acceptable range.

Fifty two senior citizens took part in all our six sessions as follows:

Group 1 - 11 participants; Group 2 - 8 participants; Group 3 - 6 participants;
Group 4 - 6 participants; Group 5 - 8 participants; Group 6 - 13 participants.

Thirty five were female and seventeen were male.

c) Context (Milieu)

The first three sessions were held in Church halls, the fourth in the Fudger House library, while the Kipling Acres Home group and the West Acres group were conducted in the auditorium and community hall respectively.

Discussants and the leader sat on chairs in a circle.

d) Taping and Transcribing

Each of the sessions was recorded on tape in its entirety. The research assistant who generally aided the Group Discussion Leader (greeting discussants, administering questionnaires, serving tea and cookies) also took short-hand notes, and later transcribed these conversations.

These transcripts, along with the tapes, enabled the ensuing analyses.

As the reader will see in Appendix Article C, the transcripts are verbatim accounts of the discussions, except for the occasional bracketed summaries of dialogue.

5. Research Instruments

a) Discussion Schedule (see Appendix Article A)

A discussion schedule was constructed in light of:

1. the research objectives
2. the prioritized listing of focal themes as outlined by Mr. Crenna
3. advice of ERG's field consultant.

Generally, such discussion schedules flowed from the general to the specific. Any schedule, however, is never more than a rough outline for the leader to follow in order that the maximum number of analytic categories may be probed. Our transcripts illustrate that order and time spent on each major theme must be flexible. Sessions lasted from forty five to seventy five minutes.

b) The Self-Administered Questionnaire (see Appendix Article B)

For purposes of analysis, it was decided to supplement the attitudinal data derived from the group discussions, with the more factual background information that a self-administered questionnaire should elicit. It was felt that the questionnaires would furnish information on the focal theme areas, and on sensitive information, such as the income and personal budgeting items.

The questionnaire was constructed after consideration of factual (as opposed to attitudinal) information required, and after the identification of potentially sensitive areas of inquiry. Both ERG and Mr. Crenna constructed draft questionnaires, and the final form which appears in the Appendix as Article B combined the insights of both these drafts. The practical application of this self-administered questionnaire proved to be a disappointment.

It had been decided to administer the questionnaire prior to conducting the session in order to preclude possible contamination of the data by the socializing influence of the previous discussion. Moreover, it was felt that our discussants might be quite fatigued by the end of a sixty minute animated discussion.

Therefore, the participants in the first group were asked to complete the questionnaire prior to the session. They were briefed both collectively and/or individually, and guided by the field assistant as required. Difficulties ensued . Firstly, the questionnaire was too long, or at least the process took too much time (up to thirty minutes), considering that a sixty minute discussion followed. Secondly, the participants were cautious and distrustful. It was felt that completing the questionnaire after the discussion session would be more fruitful and this was done in the second, third and fourth sessions. It was our feeling that respondents were much more co-operative and trusting after the session; however, a major problem remained. Our participants found the process of completing the questionnaire to be an extremely difficult task. Even the direction of the discussion leader and his assistant was not enough personal guidance for some of these people. At any rate, the upshot was a number of partially completed questionnaires. In particular, financial items were omitted due, we think, to their pride, mistrust, uncertainty about their exact financial state and perhaps, an unfamiliarity with questionnaires. By the end of the fourth session, we decided to abandon these questionnaires. However, we did retain those completed both for purposes of supplementing analysis and to try to gain some methodological insights from what might otherwise have been an unfruitful experience.

6. Personnel

It had been our original intention (October, 1970.) to involve two of ERG's staff in the project and to retain a consulting associate, J. Carson Bock, as group discussion leader. Delay in receipt of the "Statement of Guidelines" until March, 1971 altered our projected critical path.

Prior commitments by that time precluded Mr Bock's involvement as group discussion leader; however, he did take active part in the formulation of ERG's draft discussion schedule and questionnaires. In addition, he attended one of the early sessions which enabled a valuable critical assessment of our procedures.

Replacing Mr Bock as group leader was ERG's Field Co-ordinator, Frederic Buckland, who has been involved with two prior projects utilizing the group discussion method.

Finally, it had originally been planned that ERG's Principal Investigator, Michael Adams would be the sole analyst in this study. Alterations in critical path necessitated the involvement of another ERG investigator, Lynda Tribbling, in the analysis and preparation of the final report.

CHAPTER 5

ANALYSIS OF FINDINGS

ANALYSIS OF FINDINGS

Environics is the study of environments or contexts. This is, as should be apparent from the preceding pages, just such a study. That is, of the many and assorted contexts encompassing the individual, the present research focuses on four, namely:

1. The secondary or distal physical environment embracing:

- location factors (centrality vs peripherality with respect to the city core, and characteristics of the neighbourhood)
- external services (police protection, catering, medical and religious), and
- external facilities (landscaping, transportation, shopping and recreation).

2. The primary or proximal physical environment composed of such "internal" elements of the resident's dwelling unit as:

- size
- layout
- facilities
- services, and
- maintenance

3. The collective social environment constituting:

- friends
- peers
- neighbours
- superintendents, and
- landlords or administrators .

4. The economic context involving: budgetary constraints vis à vis:
- housing expenses, and
 - other expenses, (food, clothing, transportation, entertainment, medication and telephone).

We preface the analysis of findings with another point, which was alluded to earlier, but cannot be overstressed. Know that our interests lie less with the "facticity" or objective reality of living environments, than with their phenomenological or subjective side. This is to suggest that our thematic purpose is to investigate contexts as they are subjectively perceived by senior citizens. Here the principal data of inquiry are attitudes, opinions, and feelings. In sum, we wish to trace the structure and weave of the individual's contextual universe through the eyes of the beholder. What follows, then, is an exploration of the thinking of the elderly on the subjects of the four contexts outlined above.

A. GENERAL HOUSING SATISFACTION AMONG THE ELDERLY

1. Measures of Satisfaction.

The opening probe in each discussion group inquired: "What are some of the things you like and dislike about where you live?" This broad question was intended to elicit the respondent's own definition of priorities before any socialization had taken place. All ensuing dialogue (to this and subsequent questions) was recorded, transcribed from tapes, and analyzed from several perspectives.

The initial question the analysis addresses, concerns the general levels of satisfaction expressed by the population of senior citizens as a whole, and by each of the discussion groups considered individually. Toward this end of determining contentment levels, the verbal responses to Question 1 were subjected to two types of content analyses.

In the first content analysis, every complete thought unit articulated in response to Question 1 (including repetitions) was classified as either affectively positive, negative or neutral. Why? Presumably, treating the data this way would yield insights as to the affective tone or emotional colouring of collective thinking as well as group testimonials. More specifically, by calculating the ratio of positive to negative remarks, we would, in effect, be constructing a primitive, but hopefully illuminating measure of housing contentment. To acquaint the reader with the mechanics of this coding procedure, a specimen is submitted. Below is an excerpt of the opening dialogue generated in Group 1 - senior citizens in OHC apartment buildings (St.James Town). In parentheses, is recorded the respective affective score assigned each preceding thought unit:

Question: I would like to start out with a general discussion about some of the things you like or dislike about where you live.

Response: I love it (+). I have my own apartment (+). It is finished nicely.(+). We have every convenience there is (+). I have nothing to complain about whatever (+). There's not a thing I dislike at all.(+).

Response: I can't say anymore than what Mrs Rigley said.(+). It's really nice (+). The apartments are beautiful (+). The only thing I could grumble about is the way the teenagers and the young children act (-). It's really terrible sometimes (-). Some of them are quite vulgar (-).

(In an elevator). Too many times up and down for no reason (-), and they push every button (-), they fool around too much (-)...

(-Group I, St. James Town.)

Content analysis of the above passage finds there are nine affectively positive statements and six affectively negative statements. Hence the ratio is 3:2 in favour of positive remarks.

Having employed this technique in analyzing the opening dialogue of each of the six sessions, the following results were obtained:

TABLE #1 Satisfaction Level as Measured by Ratio of Affectively Positive to Negative Statements.

Population	Number of Affectively Positive Statements	Number of Affectively Negative Statements	Ratio of Positive to Negative Statements
(4) Group <u>I</u> (St. James Town)	16	10	2:1
Group <u>II</u> (Miscellaneous Urban Apartments)	29	13	2:1
Group <u>III</u> (Urban Roomers)	15	18	1:1
Group <u>IV</u> (Fudger Home)	39	57	.7:1
Group <u>V</u> (Kipling Acres Home)	49	25	2:1
Group <u>VI</u> (West Acres Suburban Apartments)	<u>27</u>	<u>13</u>	<u>2:1</u>
	165	135	1.2:1

Several generalizations can be inferred from the data. Firstly, it seems that the majority of groups studied sustain or at least articulate, favourable feelings toward their present accommodation. In fact, if frequency of affectively positive statements can be viewed as an index of satisfaction, we can conclude that 4 of the 6 groups investigated appear ostensibly contented with their given housing situation. The evidence for this assertion comes from examining the ratio of positive to negative statements. Note that with the exception of Urban Roomers (Group III) and residents of Fudger Home for the Aged (Group IV),

(4) The six discussion groups will hereafter be referred to with Roman numerals.

participants in each discussion group are about twice as likely to extend positive remarks about their extant living arrangement as they are to offer negative comments. Statements such as: "We are happy here" (1); "I like everything about it" (11); "This place is an apotheosis" (V); and "There is nothing I dislike about it" (V1), tend to eclipse criticism and complaints.

In passing, it is interesting to note one impressionistic bit of information about the quality of dialogue stimulated in the discussion groups. Generally, we witnessed in the conversations of senior citizens, a defensiveness on one hand, and a passivity on the other. That is, participants in group discussions were quick to spring to the defence of their particular housing arrangement. This eagerness to present a positive picture existed to the extent that discussants frequently contradicted each other and occasionally themselves. Thus, in Session 1, we find participants energetically countering criticisms of malfunctioning thermostats, unavailable superintendents and noisy children, with extenuating arguments. Similarly, in Session 11, we detect shades of contradiction. A participant describes the superintendent as being "very good to her", yet, at the same time, tells how: "...he went away before Christmas and turned the heat off so we had no heat for Christmas. I don't know why he did it, but I got a terrible cold." Hence, many senior citizens we contacted seemed to be acting as apologists for the shortcomings of their housing milieu, especially in the early phases of the interview.

Perhaps the best way to illustrate the passivity or resignation inherent in the dialogue of the elderly, is to cite a few samples. Listen:

"I'd stay where I am. (despite peeling paint, water stained walls, a roof that leaked onto his bed, and) ... the trouble and inconvenience I have with people around. People around being beat up, robbed. Outside of that, I have a clean place;

it's warm and comfortable. That's the main thing, don't you think."

(Group III, Urban Roomers)

"You have to take it as you find it and make yourself comfortable in it."

(Group IV, Fudger Home for the Aged)

"If this place only had an elevator to accommodate the wheelchair patients so that other folks could go free, it would be just about perfect. Socializing is everything anybody could expect. Some sour pusses here, of course, but you can't get away from that, you can't put them out. I am content. One of the poets said: 'Contentment is a kingdom.' So I am content. I am wearing a crown."

(Group V, Kipling Acres Home for the Aged.)

Returning now to the generalizations which can be drawn from our content analysis of the affective tone of statements (see Table #1), we make a second point. Observe that among those four groups exhibiting a high ratio of positive to negative statements, there seems virtually no difference between the scores of any two groups. In other words, the ratio is identical (approximately 2:1) for the four groups. This may indicate that housing type - at least for the four groups mentioned - has little impact on articulated positive sentiment. Residents of urban high rise and low rise apartments, along with residents of suburban low rise senior citizens' apartments and a senior citizens' home seem equally apt to express contentment. In addition, neither does age mix, according to these data, appear to be the "pay off" variable in accounting for vocalized satisfaction. Groups which are heterogeneous for resident age mix (I & II) are comparable in ratio of positive statements, to groups in accommodation exclusively for senior citizens (V & VI). Of course, at this point we are still dealing with hypotheses. Such pale and precarious data are suggestive rather

than conclusive. Upcoming analysis will either affirm or negate these suggestions about the feeble impact of centrality, dwelling type and age mix on expressions of positive attitudes toward one's housing situation.

A third generalization to be considered in light of Table #1, concerns the (5) discrepancy in satisfaction levels between the two senior citizens' homes in the sample. At present, little can be extended to explain why Fudger House residents appear to feel less positively toward their Home than do Kipling Acres residents. We can, however, safely suppose that location (centrality) has little to do with the relatively high ratio of negative affect expressed toward the Fudger Home, since location was not mentioned in response to Question 1. Moreover, when location was probed later on in the interview, most residents of Fudger approved of their urban locale. What does seem to be responsible for the greater incidence of complaints in the Fudger Home vis à vis the Kipling Acres establishment is the residents' of the former home perception of the inadequacy of services and facilities. More about this later.

One final generalization. From Table 1, we see something about urban roomers (Group III). On one side of the ledger, it appears that they are among the least likely to express satisfaction - as measured by the proportion of positive remarks. Nevertheless, their dissatisfaction at no time seems overwhelming, since we observe that every negative remark about their accomodation is matched by a positive remark. In other words, urban roomers in our sample, seemingly do not perceive themselves to be the victimized "wretched of the earth" that some would have us believe. Again, further evidence is needed before we attempt to make any case along these lines.

(5) The attentive reader of the transcripts in the Appendix will note that spokesmen from both the Fudger and Kipling Acres institutions resented having their residences entitled "Homes for the Aged". They felt it to be demeaning and stigmatizing, since it carried with it the connotation of decrepitude and senility.

Remember also, that our sample is miniscule by scientific standards and we make no claim to representativeness.

2. Contextual Elements Liked and Disliked

So far we have been discussing only one measure of housing satisfaction among the elderly, namely, the ratio of affectively positive to affectively negative statements. A somewhat similar (indirect) gauge of contentment can be constructed by figuring the ratio of things liked to things disliked. This second measure is more concrete or "object-specific" than the first measure, in that the remarks which make it up have a specific empirical referent. To illustrate, where the earlier measure coded remarks like - "I love it" or "I have no complaints about anything", the new index will deal with such concrete assertions as - "I love the layout" and "I have no complaints at all about the neighbours." Obviously, the second measure has the advantage of explicitness, and thus furnishing more information, will better facilitate hypothesizing.

Accordingly, the dialogue issuing in response to Question 1 ("What is it you like or dislike about where you live?") was subjected to a second content analysis. This time conversations transcribed from each of the six sessions were inspected with the aim of isolating all different sources of praise and complaint. Next, these things liked or disliked were classified according to type. In capsule form, this is what was found:

TABLE #2: Satisfaction Level as Measured by Ratio of Things Liked to Disliked

Population	Number of Different Things Liked	Number of Different Things Disliked	Ratio of Things Liked to Disliked
Group <u>I</u> (St. James Town)	4	3	1.3:1
Group <u>II</u> (Miscellaneous Urban Apartments)	10	8	1.3:1
Group <u>III</u> (Urban Roomers)	6	8	.8:1
Group <u>IV</u> (Fudger House)	9	15	.6:1
Group <u>V</u> (Kipling Acres Home)	15	11	1.4:1
Group <u>VI</u> (West Acres Suburban Apartments)	<u>17</u>	<u>18</u>	<u>1:1</u>
TOTALS	61	63	1:1

Having already run through the interpretation of a parallel table previously, we can now expedite matters by analyzing Table #2 in point form. The things to note are:

1. Looking at the marginals (totals) we find that the overall sample dislikes about as many aspects of its living environment as it likes.

Rather, an equilibrated comme-ci-comme ça stance. From the point of view of exchange theory (cost-benefit analysis) and common sense, this means that on the average, the senior citizens consulted in our study have empirical grounds for being neither deliriously happy nor desperately miserable. The perceived "good" aspects and the perceived "bad" elements of their housing situation are generally quantitatively balanced.

2. Just as Table 1 showed that the majority of the six groups felt more positively than negatively toward their respective housing situations. Table 2 suggests that four groups (I, II, V & VI) like as many things, or more things, than they dislike. Note also that the positively-oriented groups in both tables are identical. Again this leads us to believe that centrality and age mix have only a modest effect on determining satisfaction as measured by the ratio of things liked to things disliked. Comparing, for instance, groups II & IV, we see little difference in the proportion of things disliked between urban miscellaneous apartments (heterogeneous for age composition) and suburban low rise apartments (homogeneous for age).

3. Only two groups - urban roomers and Fudger residents - appear to dislike more things about their accommodations than they like.

4. Aligning the two homes for the aged in our sample, we observe that Kipling Acres affords the most lauded living conditions, whereas Fudger provides the least liked housing situation. This is evidence that housing type and age mix cannot be causing the difference between the two groups, since both are similar institutions with respect to several factors including: age composition, physical plan, and their relatively recent construction.

As outlined earlier, the second phase of this, our second content analysis, involved classifying all respondents' likes and dislikes according to type. The results of our efforts are tabulated below:

ENVIRONMENTAL FACTORS "LIKED" BY SENIOR CITIZENS

Legend: I.E.F. = Internal Environmental Factor
E.E.F. = External Environmental Factor
S.E.F. = Social Environmental Factor
E.C. = Economic Context

GROUP <u>I</u> - Urban High Rise Apartments, St. James Town.	Classification of Type of Thing Liked
<ol style="list-style-type: none"> 1. "Have my own apartment" (single unit) 2. "finished nicely" 3. "every facility" 4. "brand new apartments" 	<p>I.E.F. - layout</p> <p>I.E.F. - decorating</p> <p>I.E.F. - facilities</p> <p>I.E.F. - psychological</p>
GROUP <u>II</u> - Miscellaneous Urban Apartments	
<ol style="list-style-type: none"> 1. "they keep us warm" 5 times 2. amical relationship with landlord 3. price "reasonable" 4. "it's a five storey building" (only) 5. "good spot next to church" 6. "well looked after" 3 times 7. "very comfortable" 2 times 8. "on transportation" 9. "plenty of storage space" 10. "like downtown" 	<p>I.E.F. - facilities</p> <p>S.E.F. - landlord</p> <p>E.C. - budget</p> <p>I.E.F. - layout</p> <p>E.E.F. - service</p> <p>I.E.F. - maintenance</p> <p>I.E.F. - decorating</p> <p>E.E.F. - facilities</p> <p>I.E.F. - facilities</p> <p>E.E.F. - location</p>
GROUP <u>III</u> - Urban Roomers	
<ol style="list-style-type: none"> 1. "it's clean" 3 times 2. "own entrance" 3. "comfortable" 2 times 4. "ground floor" 5. "quietest rooming house in district" 6. "good size front room" 	<p>I.E.F. - maintenance</p> <p>I.E.F. - layout</p> <p>I.E.F. - decorating</p> <p>I.E.F. - layout</p> <p>S.E.F. - noise</p> <p>I.E.F. - size</p>
GROUP <u>IV</u> - Fudger Home for the Aged	
<ol style="list-style-type: none"> 1. "facilities are excellent" (recreation) 5 times 2. "garden party was total success" 2 times 3. "most modern in Canada" 4. clean 2 times 	<p>I.E.F. - facilities</p> <p>S.E.F. - friends</p> <p>I.E.F. - psychological</p> <p>I.E.F. - maintenance</p>

GROUP <u>IV</u> (cont'd)	Classification of Type of Thing Liked
5. "administration is excellent" 6. "enjoy going on lawns" 7. "wheelchair patients have nice view on third floor" 8. "people bend over backwards to help" 9. "good service"	S.E.F. - administration E.E.F. - landscaping I.E.F. - layout S.E.F. - friends I.E.F. - services
<u>GROUP V</u> - Kipling Acres Home for the Aged 1. "nice rooms" 2 times 2. "good care" 3 times 3. "good entertainment" 2 times 4. "administration nice" 2 times 5. "good food" 2 times 6. "good bed" 2 times 7. "they clean and clean" 8. "helping people is my joy in living" 2 times 9. "freedom" (from restrictions) 10. awnings on window 11. "lockers are sufficient" 12. "lovely patio to sit and rest" 13. grounds good for walks 14. grounds good for wheelchairs	I.E.F.- decorating I.E.F. - services I.E.F. - facilities S.E.F. - administration I.E.F. - facilities I.E.F. - facilities I.E.F. - maintenance S.E.F. - friends S.E.F. - administration I.E.F. - facilities I.E.F. - facilities E.E.F. - landscaping E.E.F. - landscaping E.E.F. - landscaping
<u>GROUP VI</u> - West Acres Home for the Aged 1. "right out of the city" 2 times 2. "lots of grounds" 2 times 3. "has only two storeys" 4. "more friendly" 5. "transportation handy" 6. shopping plaza nearby	E.E.F. - location E.E.F. - landscaping I.E.F. - layout S.E.F. - friends E.E.F. - facilities E.E.F. - facilities

GROUP VI (cont'd)	Classification of Type of Thing Liked
7. "parking lot"	E.E.F. - facilities
8. kitchen "has lots of space"	I.E.F. - size
9. kitchen equipped with storage space etc.	I.E.F. - facilities
10. lots of clothes closets	I.E.F. - facilities
11. "landscaping well looked after" 3 times	E.E.F. - landscaping
12. "best type of house"	I.E.F. - layout
13. laundry facilities adequate	I.E.F. - facilities
14. dry cleaning service available	E.E.F. - services
15. facilities for entertainment 3 times	I.E.F. - facilities
16. "birthday parties" and lots of entertainment among ourselves." 2 times	I.E.F. - friends
17. television reception good	I.E.F. - facilities

ENVIRONMENTAL FACTORS "DISLIKED" BY SENIOR CITIZENS

GROUP I - Urban High Rise Apartments, St. James Town	Classification of Type Thing Disliked
1. "the way children and teenagers act"	S.E.F. - neighbours
2. superintendent doesn't supervise halls	I.E.F. - service
3. "rarely see security guards"	I.E.F. - service
GROUP II - Miscellaneous Urban Apartments	
1. "superintendent lives in another building"	I.E.F. - service
2. they "turned the heat down"	I.E.F. - facilities
3. "like more kitchen cupboards" 3 times	I.E.F. - facilities
4. "not a very friendly building"	S.E.F. - friends
5. "young tenants not interested in old"	S.E.F. - friends
6. no recreation room for group activity	I.E.F. - facilities
7. change of caretaker	I.E.F. - service

GROUP <u>II</u> (cont'd)	Classification of Type Thing Disliked
8. swimming pools and saunas are not necessary for older people; only expensive	I.E.F. - facilities
GROUP <u>III</u> - Urban Roomers	
1. "old property" 2 times	I.E.F. - psychological
2. it's on the "third floor"	I.E.F. - layout
3. "landlady won't put in caretaker ...dirty" 2 times	I.E.F. - maintenance
4. "no bath"	I.E.F. - facilities
5. "don't clean bathroom"	I.E.F. - maintenance
6. "tiny kitchen"	I.E.F. - size
7. "leaking roof"	I.E.F. - maintenance
8. "paint coming off walls"	I.E.F. - maintenance
GROUP <u>IV</u> - Fudger Home for the Aged	
1. "odd shaped building"	I.E.F. - layout
2. "privacy"	I.E.F. - layout
3. "transportation inside building" 3 times	I.E.F. - layout
4. elevator problem (too small for wheelchairs) 2 times	I.E.F. - facilities
5. keep immobile residents on upper floors (fire!)	I.E.F. - layout
6. lawns not level for wheelchairs	E.E.F. - landscaping
7. should be paths for wheelchairs	E.E.F. - landscaping
8. need elevator operators 2 times	I.E.F. - services
9. no privacy in women's washroom	I.E.F. - layout
10. too many sharing a unit (4 per room)	S.E.F. - neighbours
11. doors get opened when dressing	S.E.F. - neighbours
12. no drapes or curtains	I.E.F. - decorating
13. meals too little	I.E.F. - facilities
14. meals are cold 3 times	I.E.F. - facilities
15. rude eating habits of others	S.E.F. - neighbours

GROUP V - Kipling Acres Home for the Aged

Classification
of Type Thing Disliked

- | | |
|--|---------------------|
| 1. few visitors | S.E.F. - friends |
| 2. would like a gymnasium | I.E.F. - facilities |
| 3. need special elevator for wheelchairs 2 times | I.E.F. - facilities |
| 4. few "sour pusses around" | S.E.F. - neighbours |
| 5. need bigger storage lockers | I.E.F. - facilities |
| 6. need more clothes closet space | I.E.F. - facilities |
| 7. should be allowed more personal belongings | I.E.F. - facilities |
| 8. locker could be in room | I.E.F. - layout |
| 9. need more space in rooms | I.E.F. - size |
| 10. need elevator operator | I.E.F. - service |
| 11. food sometimes cold | I.E.F. - facilities |

GROUP VI - West Acres Suburban Apartments

- | | |
|--|----------------------|
| 1. "everybody should pay same rent" | E.C. - equality |
| 2. "veranda is sinking" | I.E.F. - maintenance |
| 3. "women and singles have no balconies" | I.E.F. - layout |
| 4. need separate bedroom for singles | I.E.F. - size |
| 5. no storage closets | I.E.F. - facilities |
| 6. like showers not tubs | I.E.F. - facilities |
| 7. shower spray should be more controllable | I.E.F. - facilities |
| 8. like better T.V. reception | I.E.F. - facilities |
| 9. "no bowling green" | I.E.F. - facilities |
| 10. "poor lighting" | I.E.F. - facilities |
| 11. poor maintenance on laundry machine | I.E.F. - maintenance |
| 12. "dryer has only hot and cold" | I.E.F. - facilities |
| 13. stoves with back controls are dangerous | I.E.F. - facilities |
| 14. small water taps are difficult to turn (arthritis) | I.E.F. - facilities |
| 15. radiator must be cleaned on knees | I.E.F. - maintenance |

GROUP <u>VI</u> (cont'd)	Classification of Type Thing Disliked
17. too few plugs (2 per room)	I.E.F. - facilities
18. "would like a lift" (elevator)	I.E.F. - facilities
19. like a "dumb waiter" for parcels and laundry	I.E.F. - facilities

The foregoing is simply a catalogue of all the various housing likes and dislikes expressed by senior citizens in response to the opening question. Such a catalogue of preferences provides planners, designers and policy makers with invaluable insights. By comparing the responses of residents of the two senior citizens' homes, we find, for instance, that both groups share common dislikes. That is, note that individuals in both groups mentioned the following factors as sources of displeasure:

1. Elevators are too small to accomodate wheelchairs
2. Automated elevators are difficult for the elderly disabled to manipulate.
(Accordingly, residents of both Homes recommend that elevator operators replace the existing system of automatic controls.)
3. Meals are often cold (especially in the Fudger Home for the Aged) by the time they are served to residents.

Similarly, we learn many interesting points from the comments of apartment dwellers. The lessons are these:

1. Manual activities are frequently difficult for the elderly to perform. We heard that manipulating standard water taps and radiator controls presents problems for old hands. Push button mechanisms and larger handles are suggested as alternatives. This observation could be generalized to apply to cupboard handles, door knobs, appliance controls, telephone dials and the like.
2. Just as manual activities present problems, so do activities involving physical exertion. Thus, we find the elderly recommending the installation of "lifts" to transport heavy packages and bundles of laundry from one floor to another.

3. Further, physical rigidity common in senescence seems to preclude some elderly people from comfortably using the standard bathing apparatus. That is, some of those interviewed expressed a preference for vertical showers as opposed to sit down tubs.

It seems, then, that the housing satisfaction of many senior citizens would be amplified if some of the minor design feature modifications outlined above were incorporated into their living environments. As one woman in the sample puts it: "There are quite a few (elderly) people who are perfectly capable of looking after themselves, but they find a few things hard."

Architects and planners could usefully attend to these "few things", some of which are implied in the foregoing catalogue of housing likes and dislikes.

Concerning the housing likes and dislikes of elderly urban roomers, our inventory of opinions suggests one interesting fact. Cleanliness appears to be a salient concern for this group. Every roomer interviewed (see transcript Group 111) cited cleanliness as a reason for either liking or disliking his accomodation.

Another more systematic approach to extracting all the insights we can from our inventory of likes and dislikes, is to examine the data in terms of generic types of housing preferences. That is, by inspecting the frequencies of different types of preferences among each of the six groups, we can, among other things, say something about the priorities of old people. For this reason, the previous catalogue of likes and dislikes was re-analyzed and adapted to the specification of the table below:

TABLE #3

TYPES OF THINGS LIKED AND DISLIKED

	Number of Things Liked						Partial Totals	Number of Things Disliked						Partial Totals	Aggregat Totals
Groups	<u>I</u>	<u>II</u>	<u>III</u>	<u>IV</u>	<u>V</u>	<u>VI</u>		<u>I</u>	<u>II</u>	<u>III</u>	<u>IV</u>	<u>V</u>	<u>VI</u>		
<u>Internal Environmental Factors</u>															
Size			1			1	2			1		1	1	3	5
Layout	1	1	2	1	2	2	9			1	5	1	1	8	17
Psychological	1			1			2			1				1	3
Decorating	1	1	1		1		4				1			1	5
Facilities	1	3		1	5	5	15		4	1	3	6	13	27	42
Services				1	1	1	3	2	2		1	1		6	9
Maintenance			1	1			2			4			3	7	9
TOTALS	4	5	5	5	9	9	37	2	6	8	10	9	18	53	90
<u>External Environmental Factors</u>															
Location		1				1	2								2
Neighbourhood															
External Services		1					1								1
External Facilities						3	3								3
Landscaping					3	2	5				2			2	7
External Maintenance		1			1		2								2
TOTALS		3			4	6	13				2			2	15

TABLE #3 (cont'd)

	Number of Things Liked						Partial Totals	Number of Things Disliked						Partial Totals	Aggregate Totals
Groups	I	II	III	IV	V	VI		I	II	III	IV	V	VI		
<u>Social Environmental Factors</u>															
Administrators, Landlords		1		1	2		4								4
Friends, Comradery				2	1	2	5		2				1	3	8
Neighbours								1				3	1	5	5
Quiet/Noise and Nuisance			1				1								1
TOTALS		1	1	3	3	2	10	1	2			3	2	8	18
<u>Economic Context</u>		1					1						1	1	2
<u>PARTIAL TOTALS</u>	4	10	6	8	16	17	61	3	8	8	13	11	19	64	125

The things to be noticed about Table #3 are as follows:

- Starting with a striking point, we see that figures cluster in the upper portion of the Table. That is, "Internal Environmental Factors" are the most common source of liking and disliking among old people. Observe that there are a total of 90 references to internal environmental factors, 18 to social environmental factors, 15 to external environmental factors, but only 2 to economic factors. Thus, it seems that the most potent forces in determining whether the elderly like or dislike their present accomodations, are internal factors. One might interpret this as evidence of a centripetal orientation among older persons, with housing satisfaction being conditioned principally by the internal features of the specific dwelling unit. Notice also, that Groups I & III - St James Town residents and urban roomers - are the most

centripetally oriented since they practically never mention anything outside of internal factors as reasons for contentment or discontentment. One final point about internal environmental factors. These factors not only provide people with the main criteria for liking and disliking housing arrangements, but it also seems that internal factors are more apt to be a source of dislikes than likes. Perhaps, future studies probing attitudes toward internal housing features would furnish researchers with a better index of dissatisfaction than satisfaction. In any event, we arrived at the observation cited two sentences ago, by comparing the overall partial totals (37 and 53) for things liked and disliked.

2. Now the obverse of the foregoing point. If internal factors are the strongest correlates of satisfaction, economic factors, on the other hand, seem to have little to do with whether a dwelling is liked or disliked. We found that such economic factors were cited only twice in response to our question probing things liked and disliked about present accomodation.

3. Within the constellation of internal environmental factors, facilities and layout (or design features) appear to be the strongest determinants of housing satisfaction. Facilities liked by senior citizens include:

- a) recreation facilities (games room, auditoria, clubs and good TV reception).
- b) storage facilities (clothes closets, kitchen cupboards, and lockers)
- c) especially warm heating.

Conversely, the elderly expressed dissatisfaction when the above facilities were missing from their living environment. Some layout features liked by respondents in our sample were:

- a) private living units as opposed to communal arrangements
- b) private (partitioned) washroom facilities
- c) private entrances
- d) rest areas affording views (balconies and lounges)
- e) low rise buildings
- f) ramps and oversized elevators for wheelchairs.

Generally, the absence of these design features elicited dissatisfaction.

4. Among external environmental factors, landscaping is cited most often as a reason for liking or disliking one's residence. Old people appreciate:

- a) grounds suitable for strolling and resting
- b) manicured lawns
- c) paths and level grounds for wheelchairs
- d) outdoor patios with chairs and lawn umbrellas.

5. Interestingly, "neighbourhood" was never cited as a criterion for satisfaction or dissatisfaction among the elderly.

B. EXTERNAL ENVIRONMENTAL FACTORS AND THE ELDERLY

To this point in the analysis, we have been examining the thinking of senior citizens elicited in reponse to an unstructured (open-ended) question. We have been treating the spontaneously volunteered housing preferences given to our opening probe (Question 1). Now, let us turn to an inspection of the answers issuing from the more structured questions in our interview which inquire into the specific housing likes and dislikes sustained by the elderly. We begin by analyzing the dialogue bearing on external environmental factors.

1. Attitudes of Senior Citizens toward Location of Residence

Population	Number of Respondents	Number who Liked Location	Number who Disliked Location	No Answer	Reasons Given
<u>Group I</u> Urban (St. James Town)	11	6	0	5	"close to transportation" "close to downtown" "close to stores"
<u>Group II</u> Urban (Miscellaneous Apartments)	8	5	0	3	close to transportation close to downtown close to shopping (Mac's, drugstore) close to bank
<u>Group III</u> Urban (Roomers)	6	2	3	1	close to doctor close to hospital "not the best district-full of alcoholics" "hippies panhandling in the streets" distant from relatives

Population	Number of Respondents	Number who Liked Location	Number who Disliked Location	No Answer	Reasons Given
<u>Group IV</u> Urban (Fudger Home)	6	6	0	0	close to transportation easy access (by bus and highway) for visitors bus service rapid and regular ("old people can't stand waiting a long time") close to downtown("central") close to shopping (drugstore, department store) close to services ("barber, restaurant") close to entertainment (bingo)
<u>Group V</u> Suburban (Kipling Home)	8	(6) majority	-	-	easy access for visitors close to shopping plaza no city nuisances (noise, traffic) "beautiful out here"
<u>Group VI</u> Suburban (West Acres Apartments)	11	(6) majority	-	-	"out of the city, yet still in the city" "lots of grounds" near hospital near Kipling Acres Home. Residents of West Acres take advantage of the Home's entertainment (auditorium, motion pictures parties, festivals, publication, cafeteria, hairdresser, gift shop, etc.)

(6) In these two groups, we were not able to distinguish individual speakers, and thus were not able to calculate the exact numbers.

Hence, from the above data we see that, considered collectively, the majority of all old people interviewed seemed pleased about their location. Looking at the individual groups, it appears that urban roomers (Regent Park district) is the only group who dislike their locale. Note, however, that the rationales extended for their answers suggest that it is not the urban location itself which displeases these roomers. Rather, they seem to dislike the district, neighbourhood, or area, and not the location vis à vis the city core. Observe also the similarity in reasons given for liking a given location. Chiefly, they seem to be proximity to transportation and shopping facilities.

2. Attitudes of Senior Citizens toward Neighbourhood

In our interview, we attempted to probe two main dimensions of the neighbourhood, namely, security (perceived adequacy of police protection) and nuisance factors (noise from traffic and airplanes, and the problem of dirt). Regarding security, we found that the majority of urban apartment dwellers felt their particular areas were about "as safe as any place". Only two women in Group 1 (St. James Town), suggested they were afraid to go out alone at night. Another woman (Group 11), seemed leary of late visits to a laundromat frequented by "undesirables". A third woman implied that being companionless downtown after 11 o'clock made her nervous, and she rarely saw policemen. Although the proportion is small, we can clearly see some urban old people are concerned about security. The group expressing the greatest concern was predictably the downtown roomers. They related stories of how people had been robbed, beaten and even killed, in the area, and how police were not to be seen locally. Further, as we saw above, these roomers complained about undesirables in their district (alcoholics and hippies). As one spokesman for the group describes it: "the environment around here is not up to the standard it should be". With regard to nuisance

factors in the respective areas, we found that none of the groups studied was particularly distressed about these problems. One man complained that overhead airplanes interfered with T.V. reception, but the majority of suburban dwellers agreed that one soon "gets used to" planes. Not only did traffic not seem to bother urban residents to any great degree, but we find one respondent (Group IV) telling us: "in fact it interests us - always something going on so we feel alive...We like watching the fire reels." The only nuisance factor which seemed to disturb urban residents is the dirt or grime "south of Bloor"; and the problem this presents for housekeeping and maintenance.

3. Attitudes of Senior Citizens Toward Services

The principal services we were interested in investigating were the provision of meals and the provision of medical attention. The most common complaint expressed about medical services concerned the unwillingness of doctors to make house-calls.

"Sometimes when you get sick, you would like a doctor right away, but you call them up, but they don't come nowadays."

(-Group I, St. James Town.)

"(These days) you can't get a doctor to come for love or money"

(-Group II, Urban Apartments.)

"There are no doctors. You have to take the people to the emergency in a hospital. There's no doctors here will come. ... It's a problem because you have got to do a lot of running around, and you have to wait for an ambulance, ... and it can be a serious thing if no doctor is available."

(-Group VI, West Acres Suburban Apartments.)

Another health-oriented complaint was found among (a minority) of urban apartment dwellers. Some of these people seemed worried about becoming ill and disabled,

and having no one in the buildings either to notice their plight or come to their aid. These same respondents also feared that one could feasibly "be dead for days", or even weeks before it would be detected. As a consequence, one person suggested: "I think there should be somebody in each building who looks after the people living alone, and calls on them everyday." Other than these two major complaints, most old people in the sample believed hospitals were handy and the medical services, in general, were adequate ⁽⁷⁾. Members of the two Homes studied appeared contented with their medical service, although a few in the Fudger Home lamented the loss of the staff physiotherapist. The only grievance articulated in the group of urban roomers concerned medication. One man grumbled firstly, about out-patients having to pay partial costs of drugs, and secondly, about pharmacists dispensing too few pills at one time.

To reiterate, provision of meals was the second service investigated. Arrangements for meals varied considerably among the six groups. In essence, residents of the two Homes (Groups IV & V) had their meals served to them, while apartment dwellers (both urban - Groups I and II and suburban - Group VI) tended to prepare their own food, and about half the roomers (Group III) depended on outside services. Considering the groups in more detail, we find that urban apartment dwellers experience few meal problems. Some of these people report having experience with the "Meals in Wheels" catering service. These meals, they claim, are ample (sometimes too large), and satisfactory. Roomers frequently relied upon food provided by restaurants, churches (in their case, St. Lukes) and "Meals on Wheels". Roomers, like urban apartment residents found the latter catering service particularly agreeable. Although the suburban apartment people mainly cooked for themselves, they occasionally visited the cafeteria at the adjacent

(7) Of the four groups for whom survey data are available, (I, II, III & IV) we find that 87% of respondents reported they could "get medical attention quickly" if needed.

Kipling Acres Home when they were "bored with their own cooking", in need of companionship, or not feeling up to cooking. Meal time at Fudger sounded like a fiasco! There, residents criticized:

- "dead cold" food
- dull unvaried menus ("I sometimes think we are living in Rome. We get so much spaghetti")
- porridge in the summer months
- "too much asparagus and broccoli" ("They must be growing it outside or something")
- too little meat
- tough meat unyielding to dentures

By comparison, dining at Kipling Acres Home for the Aged was modestly appealing. Rather a so-so affair with cold soup but hot tea; good variety but too much bulk; and handy hot plates but undersized tables. Generally, however, the thinking of Kipling residents is epitomized in one respondent's comment: "They do a pretty good job considering all they have to do."

4. Attitudes of Senior Citizens toward External Facilities

Most people in the sample felt they were sufficiently close to shopping facilities. The incomplete data we gathered from the questionnaires tends to confirm this, in that the overwhelming majority of respondents in groups I, II, III & IV suggested they were near grocery, clothes and variety stores. The only kind of commercial facility which some old people missed was home delivery services. A respondent explained that it is difficult for the elderly to carry groceries even if the stores are relatively close by. Members of the St. James Town group said they would like to see a "wool store" and "shoe repair" shop in the area,

but "certainly no expensive boutiques". Hence both urban and suburban respondents found it convenient to make necessary purchases. Similarly, the majority in all six groups reported transportation facilities satisfactory. Interestingly, some urban elderly have negative stereotypes about suburban transportation (irregular, tardy bus service). However, the suburban residents in our sample had no such complaints about transportation. In their opinion, transportation in the suburbs has improved to the point that it presently affords every convenience. Finally, some made a point of praising the half fare tariff for senior citizens, claiming that it "makes a tremendous difference."

Regarding satisfaction with external entertainment facilities, a few things were unearthed. In general, most groups reported they had access to more than adequate recreational facilities. Residents of the West Acres (suburban) complex felt recreation was particularly convenient since they had their own (internal) programme of activities and, in addition, often utilized the entertainment facilities of the nearby Kipling Home for the Aged. (auditorium, movies, parties, picnics, etc). Some urban apartment dwellers informed us that they took advantage of recreational activities sponsored by local churches (concerts, choirs, bingo and gatherings.) Moreover, many of the leisure activities tend to be sedentary in nature (eg. reading, sewing, crafts, card playing radio listening, T.V. watching etc) and as a consequence, can be enjoyed within the confines of the dwelling unit. This again means that the importance of outside recreational facilities may be diminished for many elderly persons. There are, however, a few exceptions to this general satisfaction with recreational facilities. Urban roomers, for instance, imply there are scant sources of recreation in their area. Nevertheless, they did not tend to perceive this as a problem. One member explained that because he was so introverted he would not need any improvements in available recreational facilities. Concerning movie theatres, most participants in our study agreed that the theatre situation was satisfactory,

however, a few women reported feeling uneasy about attending late shows at downtown cinemas. Further, having libraries within easy walking distance, is a "thing that makes quite a difference" to many old people. A final recommendation comes from a woman in Group 11, who suggested there should be a recreation room in her urban apartment block so that residents of a basically "unfriendly building" could get acquainted.

C. INTERNAL ENVIRONMENTAL FACTORS AND THE ELDERLY

During the course of the six group sessions, several dimensions of internal environment were examined - four to be exact (size, layout, facilities, and maintenance). Let us begin with the first one outlined above.

1. Attitudes of Senior Citizens toward Size and Space

Just about all the groups had constructive suggestions to offer regarding space. For example, we learn from the majority of the groups (11, 1V, V and V1) that storage space was a salient concern. Both urban and suburban apartment dwellers expressed a desire for more kitchen cupboards, clothes closets, and storage lockers. Residents of the two Homes studied, were particularly distressed by the lack of storage facilities. Many people at Fudger requested more closet space for clothes, a place for storing ladies hats, and a "proper dresser instead of a hospital table." Similarly, Kipling Acres residents wanted more (or larger) cupboards, clothes closets, and bigger lockers. This concern for storage space among the elderly is not surprising since they have had at least three score and five years to collect and accumulate especially-chosen paraphernalia.

In addition to storage space, elevator space posed a problem for many persons in the two Homes. They pointed out that standard elevators accommodate only two or three wheelchairs at one time. This, they perceived to be a great inconvenience. Further, floor space was a little on the scant side according to residents from the two Homes. As one respondent simplified it: "There could be a little more room around here."

Another point regarding space. It seems that kitchen size figures prominently in the thinking of many elderly women. That is, both urban and suburban

apartment dwellers reported they appreciated roomy kitchens - particularly kitchens large enough to accommodate a dining table:

"Most people that have space in the kitchen for a table or counter where they can sit for breakfast really enjoy that much better than these compact kitchens - that is really homey. Everybody likes a table to sit down for a meal. ... I think that's ideal."

A final space recommendation comes from a participant in Group 11 (urban miscellaneous apartments). Her words speak for themselves:

"One thing I would like to say. I don't think places should be too big. If you are thinking in terms of any senior citizens' homes, I would like them broken up into smaller units. Great big buildings are too impersonal."

2. Attitudes of Senior Citizens toward Layout and Physical Design

On the topic of interior design of the dwelling unit, residents of the St. James Town complex (Group 1) seemed most pleased. In the words of one respondent:

"(the apartments) are a lovely style. (We have a) nice foyer and entrance."

Occupants of miscellaneous urban apartments had many things to say regarding interior design. Some of the design features which appealed to this group included:

1. balconies ("I have a balcony and I use it from the beginning of April till November. ... We live out there during the summer."; "We have no veranda and that's one thing that makes a tremendous difference. It's a very comfortable apartment, but it has no veranda.")
2. centre hall plan - (".. There's a hall (so) that we don't need to go through any of the rooms if we don't want to. We go straight from the front door to the kitchen if we want or from the back door into the kitchen, either way.")
3. kitchens with windows - ("I would rather have a small kitchen with a window in it than an ordinary kitchen where you can't get rid of the smell of food.")
4. corner apartments with ample windows and cross ventilation - ("I am extremely fortunate that I have a corner apartment with a southern exposure" ; "I get ventilation on three sides ...ventilation and sun mean a great deal to me. I would give up a great deal for ventilation and sun.")
5. views - ("The other apartments (in the block) aren't as happily situated (as mine) because they look out onto the asphalt court and into a brick wall.")
6. foyer mailboxes - ("... I have an acquaintance with the other people - the mailbox group "We have our individual mailboxes on our individual floors, so that there is no reason for any friendship.")

On the negative side, we find that the above urban apartment dwellers disliked:

1. washrooms en suite - ("The bathroom runs right off the bedroom so that I can't have sleeping arrangements in my living room where it means that anybody using the bathroom has to go right through the bedroom." ; "What an architect that man was! ")
2. studio kitchens - ("One of the things is that in so many apartments, the kitchens are practically in your living room, and no woman likes that.")
3. standardized layouts - ("... the layout is exactly like every other apartment... (there could be) more individuality in the construction." ; "I think the layout is very good. ... It's an older apartment and it's not laid out the same way.")

So that the reader may know what constitutes the ideal housing situation in terms of layout and other factors, we submit the testimony of two members of Group II who each perceive their homes to be superlative:

"It's perfect. We have two bedrooms and we have a big sitting room, a good dining room and a nice useful bathroom and the kitchen is absolutely separate and there's a (centre) hall...."

"I think we have about the best building as far as I can hear - the living room is 20' by 18', and four of us could sit and eat in the kitchen on the dinette. We look out onto Rosedale."

We learn from suburban apartment people (Group VI) that they, like their urban counterparts, have a fondness for balconies - ("I don't think anybody doesn't like the place. But there are a few things I would like to see done. The singles have no balconies.") Moreover, we also learn from these respondents that low rise structures are preferred over high rise. The rationale subsuming this preference seems to be that old people are simply not "used to" towering high rises. Consequently, they tend to feel smaller structures are more "homey":

"I like the two storey building instead of the high rise. (Reason?) We came from a two or three storey house. We didn't have a high rise - the majority of us, and I like it much better that way. Of course, myself, I don't like being up high. You have a beautiful view, but that's all."

As cited previously, a common complaint among residents of the two Homes for the aged, concerned the unsuitability of their living environment with respect to wheelchairs. Occupants criticized the layout because there were too few, too small elevators, and no wheelchair ramps. Further, one person expressed anxiety over the fact that wheelchair patients were housed on the third floor. This he felt, would be particularly dangerous in the event of a fire.

A layout peeve repeatedly articulated by Fudger people pertained to privacy:

"... there should be only two women in one room instead of four; and even private rooms."

"Four women in a room, in my opinion, is again wrong because it just doesn't work out. There is no way you are going to get four compatible women. ... Better two in an unit."

"Now a door is open I will go and close it. Two minutes later, it's open again. When you are trying to dress, you have no privacy at all."

"The bathroom facilities, especially on the ladies side, should in future buildings, be improved... They are all wide open, three johns in a row; three basins in a row. A little bit of privacy in a bathroom - any woman needs that."

3. Attitudes of Senior Citizens toward Interior Facilities

The type of interior facility for which we have most information is recreational.

In general, the feeling from all groups seems to be that existing entertainment facilities are adequate. Comments like the following are typical:

"We have everything anybody could want....more than we can go to everyday."

(Group I, St. James Town Urban Apartments.)

"We don't need anymore entertainment."

(Group III, Urban Roomers.)

"Entertainment's not bad here."

(Group IV, Fudger Home.)

"We have lots of entertainment here."

(Group V, Kipling Acres Home.)

"We provide lots of entertainment for ourselves."

(Group VI, West Acres, Suburban Apartments.)

The table below will provide the reader with an inkling of the scope, variety and distribution of recreational interests among the elderly studied here:

RECREATIONAL INTERESTS OF THE ELDERLY

Number of Times Mentioned

Group	Cards	Bingo	Miscellaneous Games	Physical Games and Activities	Sewing	Crafts	Cook	Radio	TV	Movies	Theatre	Music	Books	Social Activities	Miscellaneous
<u>I</u>	1	1	1		4	1	1		1					1	1
<u>II</u>								4	2			1	2		2
<u>III</u>	2		1	2	2		1	1					3		
<u>IV</u>		1		1	1	1					2	1		2	
<u>V</u>		1	1	3	1	1			2			4	3	2	2
<u>VI</u>	3	4	1	5	1	2	1			1			2	1	1
TOTALS	6	7	4	11	9	5	3	5	5	1	2	6	10	6	8

Some salient points to be noted about the above tabulation are these:

1. It seems that advanced age does not preclude the desire to participate in physical recreational activity. We see from the vertical totals that "Physical Games and Activities" (walking, shuffleboard, bowling, skating, dancing and ping-pong) figure strongly in the recreation interests of the sample.
2. Of the various media (radio, TV, movies, theatre, books), print appears to take up most of these subjects' leisure time.
3. Sewing (crochet, knitting, weaving, needlepoint, embroidery and mending) seems to be a popular activity among elderly women.
4. Interest and participation in "Social Activities" (birthday parties, picnics, barbeques, outings etc.) is found almost exclusively among groups homogeneous with regard to age mix (IV, V, and VI).
5. Looking at the table laterally, we see that the group which appears to have the greatest scope and greatest frequency of recreational interests, is Group VI. One explanation is that the West Acres group enjoys both planned community activities of their own, plus the recreational activities provided by the adjacent Kipling Acres Home for the Aged.
6. The group which appears to have the least scope in recreational interests, and the lowest frequency of participation is Group II - miscellaneous urban apartment dwellers scattered throughout the city core.

In addition to recreational facilities, other types of internal environmental facilities were probed. Concerning laundry facilities, for instance, it was observed that members from both senior citizens' homes had constructive suggestions: "Every home that is built should have a laundry for residents. ... A washer, a dryer, and two or three ironing boards."

(- Group IV, Fudger Home.)

"I would like a laundry and a place to put laundry."

(- Group V, Kipling Home.)

Other facility recommendations generated in the Kipling discussion group included requests for a "sitting room where one could converse with and entertain visitors", and a "small smoking room, since it's hard to break the habit at 70." (Smoking is prohibited in resident's rooms at Kipling Acres, except under supervision.) As well, writing desks, full length mirrors, clocks, railings ("something to grab hold of"), bath tub support bars ("to help us get up"), larger water taps and radiator controls, better illumination ("more fixtures and streetlamps") and finally, front controlled stoves so that sweater sleeves, etc., could not catch fire, were requested.

The facility requests of urban roomers seem far more basic. For instance, one roomer wished nothing more luxurious than a bath tub. It seems that he had been living two years in a rooming house with no tub and more than twelve persons using the same sink and toilet!

4. Attitudes of Senior Citizens toward Maintenance

Most groups extended germane comments on the subject of maintenance. Overall, residents of the two homes expressed contentment with existing maintenance:

"They clean and clean and clean and kill all the germs. And germs are important to old people you know." The only real complaint emanates from a resident of Fudger Home who accused maintenance people there, of frequently discarding personal papers and objects, thinking them to be of no value. For apartment dwellers, a prevalent grievance concerned heavy cleaning (floor-scrubbing and window-washing), which some elderly find difficult to execute.

"No I can't manage without help (doing heavy cleaning) because I can't bend down."

(-Group II, Miscellaneous Urban Apartments.)

"Cleaning should always be included in the services. We can get a man (who) comes around two or three times a year and it's no problem for us."

(- Ibid.)

Further, the dirt and grime associated with urban areas presents cleaning problems for some elderly.

"It's very dirty downtown and this is a problem. It's not dirt, it's grime! I've lived below Bloor and I've noticed quite a difference living three blocks above it."

(- Ibid.)

"It's dusty and there is a sooty greasy grime, but it's part of Toronto living."

(- Ibid.)

Lastly, urban roomers seem to be the most maintenance conscious of all the groups. They complained that halls and bathrooms were left disturbingly dirty, and; "We have to clean everything ourselves."

D. SOCIAL ENVIRONMENTAL FACTORS AND THE ELDERLY

Four social environmental parameters were investigated in the discussion groups, namely, management (superintendents and administration), neighbours, children and friends.

1. Attitudes of Senior Citizens toward Management

On the whole, it seems that apartment dwellers perceived superintendents to perform two main functions. That is, the two major tasks assigned the ideal superintendent are firstly, the performance of instrumental activities and secondly, the fulfilment of social responsibilities. Evidence for this statement comes from the testimony of participants in groups I, II & VI. Some of the instrumental responsibilities associated with the superintendent include:

1. maintenance of all mechanical facilities - ("A superintendent has to make repairs"; "He has to be a jack-of-all-trades.")
2. a general readiness and availability to assist tenants - ("Ours comes up in a hurry if anything goes wrong. ...can call him anytime of the day or night."; "He had a sign on the door not to disturb him except in an emergency,- may not be an emergency for him but it's an emergency for me."; "...unfortunately our superintendent and his wife live in another building and we don't get the attention that we should.")
3. supervision of children in the halls and on the grounds - ("The superintendent we first had was very good - always went when the children came in from school and when they were going to school and we had very little trouble with children.")

Among social obligations expected of a superintendent are:

1. an expectation of friendliness and congeniality - ("He talks a little bit more to me now, before he didn't even used to say hello"; "The superintendent's wife used to go around and call on people who were not well.")
2. an expectation to preserve the privacy of the individual tenant - ("Let himself in (with a master key) no matter what was going on inside, and he used to listen at the door outside...")
3. an expectation to be the possessor of laudable personality characteristics - ("... he is a very spiteful person,... He drinks you know. He hasn't a very nice disposition in fact he is a very ungodly man. ...(He) is dishonest.")
4. an expectation of permanency ("Our's is fine, ...been there for years and years, they are a splendid couple."; "I don't like change of caretakers.")

In general, however, despite these recommendations, the majority of urban apartment dwellers seemed satisfied with their superintendents. Urban roomers seemed somewhat cynical: "All they want is your money."; "They never clean anything (halls or bathrooms) ... we have to clean everything ourselves."

In addition, senior citizens in Homes expressed satisfaction with the management (administration) and staff of their respective institutions. Remarks like "the staff is good", "the nurses are wonderful", "they bend over backwards to help us" and "the administration is nice,... kind and helpful", are plentiful, especially in the thinking of Kipling Acres residents.

2. Attitudes of Senior Citizens toward Neighbours

We get the idea from group discussions that neighbourliness is rare among some of the respondents, namely urban apartment dwellers. The sense of social isolation betrayed in the testimony of Group II members is obvious:

"The rest of the neighbours you say good morning to if you happen to see them in the halls, but now that I am not going out in the business hours, I practically never see them."

"...very little actual visiting. I don't think anybody has been in my apartment for two years. I am personally sure that people would help each other, but people don't become intimate as far as I can see."

"(A family from New Delhi said) - "Now if you are sick, if you need anything, don't hesitate for a minute to call on us" - and that's the only person in five years who's ever said that to me in this building ...that's a commentary on Canadians!"

"I don't know anybody."

Moreover, these isolates in Group II, perceive themselves to be particularly alienated from the younger people in their buildings:

"People even on the elevator don't speak to me... the young people get to know each other, (but) they are not interested, as a whole, in older people."

"(Neighbours) don't see each other, It's only six apartments and they are young people recently moved in. I know the one across the hall to talk to, but that's all."

"They (neighbours) are mostly young people and some of them I don't even know to see by sight."

Another interesting point about neighbourliness, concerns the symbiotic nature of the relationship between the elderly and their neighbours. This is to suggest that neighbours perform mutually beneficial functions for each other. In other words, neighbours provide many vital pragmatic services, over and above the usual social function of neighbours. For example, one important function seems to be "to keep tabs" on each other if ill health is suspected: "If the woman down the hall is not feeling in the best of health, a neighbour will say 'I haven't seen Ruth for a couple of days, have you seen her?'" Similarly, neighbours exchange useful services: "The people across the hall bring their shirts over to have them ironed and ...they did shopping for me."

If the key social problem among urban apartment dwellers is one of isolation, a major problem among urban roomers and Fudger residents is one of proximity. The majority of urban roomers reported negatively on the topic of neighbours. Roomers complained:

"(My neighbours) dirty the bathroom on the floor and somebody else has to clean up after them."

"One roomer is an aggravating kind. He goes ...and tells everything I do... Well what business is it of his."

"(My neighbours) make a racket."

"People drinking really get mean."

Some aspects of communal living which bothered Fudger people involved, as we saw earlier, sharing bathrooms and dressing rooms. However, respondents suggested that "residents are helpful to each other" in a symbiotic way.

This person explained: "He is my manicurist, and he repairs jewellery for women."

Another observation about neighbours and Fudger is that one resident there vocalized a desire to segregate the senile from the "normal":

"I would like to see them scrutinize the type of residents we have in here. Some

of them are all or very senile. They might be better off somewhere more appropriate."

Within West Acres and Kipling Acres Home for the Aged, neighbourliness seemed exceedingly satisfactory. Moreover, as was stated before, the relationship between the two places was found to be particularly amicable:

"We get along wonderful! They (Kipling Acres Home for the Aged) co-operate with us in any way they can and we co-operated with them. For instance, they had a strawberry festival. They used this (the Community Hall) as a dressing room for their entertainment and vice versa. We use the hall over there. We are all welcome over there anytime something is going on."

3. Attitudes of Senior Citizens Toward Friends

In essence, most people talked to in the sample of 52, felt they saw friends, relatives and visitors often enough. Evidence for this stems from questionnaire data gathered for groups I, II, III & IV⁽⁸⁾, and the direct comments of residents of Kipling Home for the Aged (Group V) and West Acres (Group VI). The majority of inhabitants of the latter two places suggested that visitors were abundant. They assured us that:

"from a visitor's point of view, this place is ideal (because) of local access and highway access."

(-Group IV, Fudger Home for the Aged.)

"I came here for the visitors."

(-Ibid.)

"(Our) Home is full of visitors on Sunday afternoon."

(- Group V, Kipling Acres Home for the Aged.)

Similarly, spokesmen from West Acres announced that suburban location did not hinder visitors. One explained: "If your friends say it's too far, then they aren't too good friends!"

(8) The exact data are tabulated below:

	Number	Q: Are you close to friends?			Q: Are you close to relatives?			Q: Do you get to see friends and relatives enough?		
		Yes	No	No Answer	Yes	No	No Answer	Yes	No	No Answer
Group <u>I</u>	11	8	1	2	9	0	2	5	4	2
Group <u>II</u>	8	6	1	1	5	3	0	7	1	0
Group <u>III</u>	6	5	0	1	1	5	0	1	5	0
Group <u>IV</u>	6	5	0	1	4	1	1	5	1	0

The one exception to the opening statement that most people believed they had sufficient interaction with friends and relatives, was the group of urban roomers (Group 111). From the survey figures, we see that only one person of the six interviewed reported he saw friends and relatives as much as he would like. In other words, this group seems the most socially isolated.

One last noteworthy finding concerning friends. Respondents residing within a context homogeneous for age (i.e. exclusively senior citizens living together) seemed to enjoy a comradeship not found in the other groups. As one woman phrased it, her "only joy in living" was befriending the other residents of the Home. We learned from several participants that friends, like neighbours, serve the function of "checking on" and "calling up" senior citizens, basically to inquire after their well being.

4. Attitudes of Senior Citizens Toward Children

On the whole, about half the sample approved of having children around, while half the respondents appeared less appreciative of "little people". Among those who disliked the proximity of children, the following reasons were extended:

"...children and teenagers act ... quite vulgar."

(- Group 1, St.James Town.)

"... push all the buttons...(and) fool around (in the elevators)."

(- Ibid.)

"...the children ruin the trees and flowers."

(- Ibid.)

"...coloured children wriggling the letter boxes, laughing and giggling. ... It was quite annoying."

(- Ibid.)

" (Children) might break car windows (while playing in the parking lot.)"

(-Group II, Miscellaneous Urban Apartments.)

"...only trouble with (children around here) is bicycle riding ...so fast that nobody walking can get out of the road."

(-Group VI, Suburban West Acres.)

On the positive side, people who approved of having children about formulated such arguments as:

"No, I'd rather live where we are than in a senior citizens' home...(Children) make us feel happy. We need them so much; they keep us informed. Most of them are very polite. I love them really."

(- Group 1, St.James Town.)

"I would rather have a mixture I think having old people living off by

themselves ... is depressing. There's no future. They are cut off."

(-Group 11, Miscellaneous Urban Apartments.)

Judging by the reports of urban roomers, this group appears to have more serious and direct problems with children. Two representatives of that group describe unpleasant encounters with youngsters. It seems that in their area, children do more than pick flowers and wriggle mailboxes. Some pelt old people with insults and "turkey bones"! (See transcript in Appendix, Article C.)

E. ECONOMIC FACTORS AND THE ELDERLY

Regrettably, our self-administered questionnaire was unsuccessful in eliciting information on money matters. Over 75% of the responses obtained in the first four sessions are unusable in that they are "no answer". Moreover, budgetary factors are not appropriate topics for group discussion, due to their very personal and private nature. This means, then, the analysis in this area will be thinner than anticipated since we must rely exclusively on answers given to an interview question which only indirectly and generally tap the subject of finances. Specifically, we asked participants in groups I, II & III: "Are financial considerations the most important considerations in affecting where you live? That is, if money were no problem, would you move to another place?" The results seem to indicate that financial considerations are the most important factor in determining housing preference for less than half the respondents who offered opinions. That is, given sufficient funds, only a minority of those consulted would choose to move to larger, quieter, better located, etc. dwellings. The remaining majority would prefer "to stay put" either because present accommodations afforded a convenient location, comfortable conditions or suitable social milieu, or because of what could be described as inertia. To illustrate this phenomenon of inertia, consider that one man endured a leak in the roof, moved his bed so it would not get wet, but did not contemplate moving to a different residence. Another respondent, when asked: "Are there other places around that you could move to?", replied: "If you had the packing that I had to do you wouldn't want to move!". These and other specific responses to the budgetary question are catalogued in the table below:

Group	Total Number	Number Move	Number Stay	No Answer	Reasons Stated
<u>I</u> St. James Town	11	2	1	8	<ul style="list-style-type: none"> - stay because "I have more friends here than in a posh apartment" <ul style="list-style-type: none"> - 2 times - move because "children (here) ... are just trouble."
<u>II</u> Miscellaneous Urban Apartments	8	1	3	4	<ul style="list-style-type: none"> - stay because "...would rather be downtown and get easily to things I want." - stay "if janitor makes some repairs" - move "to a larger spot ...north of Bloor"
<u>III</u> Urban Roomers	6	2	4	0	<ul style="list-style-type: none"> - move because "...would rather have another district...further out" but wouldn't move to suburbs where "I am out of place,...and people are too particular" - move to be "near sister" - stay because "I have good landlord and am near hospital" - stay because "...clean, warm, and comfortable" - stay because "If you had all the packing that I have to do, you wouldn't want to move."

Still on the subject of future housing aspirations, we found that the possibility of moving to suburban subsidized senior citizens' dwellings figured insignificantly in the thinking of most urban elderly. Why? The two main reasons seem either to be that many respondents "know nothing at all about them", or that they held negative stereotypes of suburban living. Ironically, the images many urban elderly have of suburban subsidized housing are totally at odds with the impressions articulated by the actual residents of these suburban dwelling types. To illustrate this contrast between stereotype and fact, we quote one respondent's negative perception of suburban living. In parentheses are the positive comments of the residents themselves:

"I have friends in the one - subsidized senior citizens' housing - down in Rexdale; and I have another one away out just south of the Arctic Circle on Jane St. and the difficulty with both of them is that the buildings themselves are lovely, but they are ages away from shopping...". ("We really have wonderful facilities for shopping"). "They are not near any recreation area or anything." ("Lots of entertainment. ... Nothing to complain about at all.")

CHAPTER 6

OVERVIEW OF FINDINGS

OVERVIEW OF FINDINGS

In capsule form, the salient findings of the present study are:

1. When the measure of housing contentment is the ratio of affectively positive to negative statements made about one's present accommodation, we observe that the majority of the 52 participants in the 6 group sessions express general satisfaction with their dwelling.
2. Still using the above measure, it was found that 2 of the 6 groups studied were somewhat less satisfied with their current living arrangements. These two were Group III, Urban Roomers - and Group IV, residents of the Fudger Home for the Aged.
3. Location of residence does not seem to be a viable predictor of housing satisfaction among the elderly, since we see identical contentment scores among both urban and suburban respondents.
4. Using a second measure of housing satisfaction, namely, the ratio of things liked about accommodation to things disliked, we observe that the majority of the sample like about as many dimensions of their living environment as they dislike.
5. Paralleling the findings generated by the first measure of satisfaction (ratio of positive to negative statements), it is found that the second measure suggests that the only groups who dislike more aspects of their living arrangements than they like are Group 3 - Urban Roomers and Group 4 - residents of the Fudger Home for the Aged.

6. Again the data suggest that location (urban vs. suburban), dwelling type ("Homes" vs. apartments) and age mix (exclusively senior citizens vs. assorted ages) can not be the major determinants of housing contentment among the aged.
7. When things liked and disliked are classified according to generic type, we observe that Internal Environmental Factors (size, layout, facilities, services, maintenance of dwelling unit itself) are the most frequently cited sources of satisfaction or dissatisfaction. This we conclude is evidence of an essentially centripetal orientation among the elderly with housing contentment being principally a reflection of features within the dwelling unit.
8. A central housing complaint among residents of senior citizens' homes focuses on facilities for wheelchairs (elevator size, controls, doors, and ramps.)
9. Not surprisingly, we saw that most housing suggestions extended by the elderly apartment dwellers stem from the fact that manual activities and those demanding physical exertion are difficult for old people to perform.
10. If internal factors are the strongest determinants of housing contentment, economic variables seem, according to the data, to have little impact on whether one's accommodation is liked or disliked.
11. Concerning attitudes toward location, it was found that the majority of old people interviewed - urbanites and suburbanites alike - seemed pleased about their respective locations. Further, the main criteria for liking one's location appear to be proximity to transportation and shopping.
12. A significant minority of elderly women seemingly worry about police protection being inadequate in their urban areas. In addition to female apartment dwellers in the city core, urban roomers express anxiety over security.

13. With regard to nuisance factors, we learned that the majority of respondents in our study, were bothered neither by traffic nor airplanes. However, the dirt and grime associated with the city core did pose maintenance problems for some elderly persons.
14. Repeatedly, older people articulate concern that doctors today do not, as a rule, make house calls. Another health-oriented complaint occurring among the urban aged, related to a fear of being left sick and perhaps dying alone in an apartment.
15. Provision of meals presented problems for virtually none of the urban elderly. Church meals and "Meals on Wheels" were appreciated by many.
16. The vast majority of old people interviewed reported they were conveniently near such (external environmental) features as shopping and transportation. This generalization holds for suburban as well as urban respondents.
17. In the same manner, most of the sample - urban and suburban as well as people in Homes, rooms and apartments - reported they had more than adequate recreation and entertainment. The group for whom recreation was most abundant turns out to be Group IV, Suburban Apartments for Senior Citizens. It seems that this group enjoyed internally organized recreation plus the entertainment facilities sponsored by the adjacent Kipling Acres Home for the Aged.
18. Storage space (kitchen cupboards, clothes closets and lockers) seems to be a universal concern among our respondents. This was particularly emphasized among residents of the two senior citizens' homes in the sample.

19. Heavy cleaning (floor scrubbing and window washing) is frequently represented as a problem for the elderly. Many requested help with this type of maintenance. Urban roomers were especially maintenance conscious.

20. On the whole, most respondents expressed satisfaction with landlords and superintendents and their functional analogues in the senior citizens' homes - namely, administrators and staff.

21. Neighbourliness is particularly important to many urban elderly since neighbours provide periodic checks of one's well being. Moreover, neighbourliness seems to be a function of homogeneous age composition in that people residing in places with assorted ages (urban apartments and roomers) tend to be socially isolated vis à vis neighbours.

22. The only group which reported too little interaction with friends, was urban roomers.

23. Apparently, monetary considerations are not the most powerful determinant of future housing aspirations in the opinion of the slight majority of respondents. Given infinite resources, most people questioned, said they would remain in their present accommodation for reasons of location, convenience, social acceptance, and inertia.

24. One final point. Many urban elderly are prone to perceive suburban living in terms of negative stereotypes (poor transportation, isolation, few commercial and recreational facilities). Residents of suburban communities on the other hand, are equally apt to envision urban living through unflattering pre-conceptions (noise, traffic, etc). We observed that, in reality, the stereotypes have little factual basis.

In conclusion, the thematic finding recurring throughout this study is that old people are individuals. No one type of housing arrangement drew universal preference. By implication, this means that designers and planners should attend to providing a variety of living arrangements so that the elderly individual may choose the most suited to his housing expectations.

CHAPTER 7

THE PROJECT IN PERSPECTIVE

THE PROJECT IN PERSPECTIVE

The Analysis Section of this report has addressed itself to the Research Objectives of the study. These few words will be written with an eye to its Purposes. We hope to point to some useful directions for further research.

A key finding with implications for future studies is that senior citizens are not inarticulate. Those we encountered, sustained no mental or physical impairment which significantly affected their ability to respond meaningfully to their environment. They are quite capable of identifying and communicating those factors in their lives most likely to be sources of satisfaction or dissatisfaction. This fact, considered in light of their difficulty in coming to grips with our self-administered questionnaire, leads us to two conclusions with regard to future research thrusts:

1. Survey research designed to elicit quantitative data must not utilize a self-administered questionnaire format, unless perhaps, in the presence of a didactic field interviewer. By far the best method would be the personal interview format which would be far more congruent with the (sensory and cognitive) capabilities of older people. In addition, it would:
 - a) enable the disclosure of factual information, and especially personal or sensitive data, by establishing a rapport and sense of trust between a competent interviewer and the respondent
 - b) provide far more valuable data, as the well-briefed interviewer can explain the exact purpose of each question and the intention of instructions
 - c) provide very much higher response rates, meaning that the data could be statistically significant and validity could be assessed.

2. Further survey research should be prefaced by group discussion sessions. As there is such a diversity of housing types and other factors that should be probed, other groupings of senior citizens should be studied, such as those living in single family detached dwellings, those in small towns, cities and rural settings.

3. In particular, more such studies might be undertaken in housing projects particularly designed for senior citizens in order to evaluate in greater depth. the extent to which an ostensibly more planned provision of services, facilities, design aspects, management practices, and social and physical environmental factors contribute to the satisfaction of the users (residents).

4. This study would suggest that further research should focus on technical or tangible design features of senior citizens' housing units. We know that they spend far more of their time in their dwellings than most people do, and we have discovered that it is specific aspects of that internal environment that are most likely to affect their satisfaction.

Of course, prior to specific decisions regarding the design of senior citizens' housing, quantitative data will be required which is reliable, valid and statistically significant.

5. Our research implies that in addition to those already in senior citizens' homes or apartment complexes, further studies might focus on the "isolates" - particularly poorer senior citizens whose social environment is not homogeneous regarding age, and who are not in close proximity to desired services and facilities.

6. And finally, it might prove useful to direct further research endeavours into the discovery of housing stereotypes held by senior citizens. The

purpose would be the eventual formulation of an educational programme designed to correct misinformed images, particularly of suburban living.

APPENDIX

APPENDIX

ARTICLE A.	Model Discussion Schedule	
ARTICLE B.	Self-Administered Questionnaire	
ARTICLE C.	Session Transcripts	Group <u>I</u>
		Group <u>II</u>
		Group <u>III</u>
		Group <u>IV</u>
		Group <u>V</u>
		Group <u>VI</u>

ARTICLE A. Model Discussion Schedule

Focal Areas of Discussion

Good evening, my name is Fred Buckland. Our company Environics Research Group has been asked by the Federal Government to conduct research into the attitudes of senior citizens toward their housing situation. The questionnaire you have just filled out will provide us with very valuable background information for our study. Now, we are going to chat about how you feel about your housing needs.

First, would each of you introduce yourself, starting on my left. (REPEAT THEIR NAMES OUT LOUD FOR YOURSELF AND THE OTHERS - WRITE THEIR NAMES DOWN AS WELL.)

- | | |
|----------|-----------|
| 1. _____ | 6. _____ |
| 2. _____ | 7. _____ |
| 3. _____ | 8. _____ |
| 4. _____ | 9. _____ |
| 5. _____ | 10. _____ |

1. Housing Quality and Convenience (30 Min)

Fine, now if everyone is comfortable I'd like to start by asking about your present situation. What are some of the things you like and dislike about where you live? Let's start with the things you like first. (GO AROUND THE GROUP)

Now, how about the things you dislike about where you live? What are the the things you dislike about where you live, Mrs _____?

PROBE THESE SPECIFIC ASPECTS OF THE HOUSING ENVIRONMENT UNLESS DISCUSSED FULLY IN THE "LIKE", "DISLIKE" PART.

A) Let's start with location.

1. How do you feel about the location of your home? Is location very important?
2. What do you like and dislike most about where your home is located?

(THE GROUP)

B) Now I'd like your comments about some general features of the area you live in.

1. Are there factors which bother you about the area you live in?
2. Does noise, air pollution, and traffic bother you? (THE GROUP)
3. Supplementary: Do you feel there is adequate police protection?

(DOES THE GROUP FEAR PHYSICAL ASSAULT?)

C) Let's turn now to access to services and facilities such as shopping centres, convenience stores, parks, entertainment and so on. Is this a problem for you?

(THE GROUP)

D) Now turning to your home itself - How do you feel about the landscaping and layout of the area? How about such facilities in the building as laundry, dry cleaning? Now, within your own apartment - such factors as layout of rooms; what physical features of your home space and layout do you like and dislike?

2. Budgeting (10 min.)

Now I'd like to turn to a very important area, that of budgeting. We have already asked some pretty specific questions in the questionnaire which of course will remain confidential. Now we would like to find out in a general sense how the costs of housing affect your budgeting.

Are financial considerations the most important considerations in affecting where you live? That is, if money were no problem, would you move to another place? (THE GROUP)

3. Services and Facilities (20 min.)

We mentioned in the questionnaire items such as medical attention and entertainment:

- a) Can you people think of better ways in which you could be provided with medical services? (GROUP)
- b) How about entertainment? What improvements would you like to see with regard to the provision of entertainment? (GROUP)
- c) Is the provision of meals a problem for any of you? If so, what improvements can you suggest in this area? (GROUP)
- d) What other services and facilities would you find desirable? (GROUP)

4. Social Interaction (15 min.)

Finally we'd like to focus on some of the people who may have a significant influence on your lives.

- a) First of all do you have a satisfactory relationship with the building superintendent? How do you feel about him? (GROUP)
- b) How about you neighbours? (GROUP)

SUPPLEMENTARY: Do children bother you?

- c) Do you have any hobbies or other pastimes that you enjoy? (GROUP). Or are there hobbies which you would like to pursue, but feel you cannot because you do not have the facilities or space?

Well, that just about ends it. Thank you very much for your time.

ARTICLE B

QUESTIONNAIRE FOR
SENIOR CITIZENS HOUSING STUDY

Conducted for
Central Mortgage and Housing
Corporation,
Government of Canada

by Environics Research Group

April, 1971.

OFFICE USE ONLY:

Group No. _____

Housing Type _____

PLEASE FILL OUT THIS QUESTIONNAIRE TO THE BEST OF YOUR ABILITY,
PLACING AN "X" OR YOUR COMMENTS ON THE APPROPRIATE LINE.

YOUR ANSWERS ARE CONFIDENTIAL. DO NOT HESITATE TO ASK FOR ASSISTANCE
IN CASE YOU HAVE DIFFICULTY WITH ANY QUESTION.

1. How long have you been living in your present accommodation?
_____ years and _____ months
2. a) Do you get your own meals? (PLEASE PUT AN "X" IN THE APPROPRIATE
BLANK)
Yes _____ No _____
Depends (PLEASE SPECIFY) _____

b) If "NO" that is, if you don't get your own meals, how do you
get your meals?

3. (i) Could you please tell us if you have any physical disabilities
or continuing health problems
a) No, I have no physical disabilities or continuing
health problems _____
b) Yes, I have a physical disability or continuing health
problem _____
(ii) If "YES", that is, if **you** have a physical disability or health
problem, does it interfere with your normal activities?
No, does not interfere _____
Yes, interferes _____

4. Can you get medical attention quickly when you need it?

Yes _____ No _____

Depends (PLEASE SPECIFY) _____

5. How do you get medical attention?

6. Would you tell us if you have convenient access to the following facilities?

Do you have convenient access to

1. a grocery store Yes ☐ No ☐

2. a milk or variety store Yes _____ No _____

3. a movie theatre Yes _____ No _____

4. downtown Yes No

5. clothing stores Yes _____ No _____

6. public transportation Yes No

7. a park or recreation area Yes No

8. home delivery service Yes _____ No _____

9. friends Yes _____ No _____

10. relatives Yes _____ No _____

7. Do you have a telephone? Yes _____ No _____

No, but I have access to one _____

8. Are you single, married, widowed, separated or divorced?

Single _____ Married _____ Widowed _____ Separated _____

Divorced _____

9. a) Are you age 65-69 _____ 80-84 _____
 70-74 _____ 85-89 _____
 75-79 _____ 90 and over _____

b) Are you, male _____ or female _____?

10. How many children do you have? Number _____

11. a) How many people live in your present household? Number _____

b) What is their relationship to you?

1. _____ 3. _____

2. _____ 4. _____

12. a) Do you see your friends and relatives (including children) about as often as you would like to?

Yes _____ No _____

b) If "NO", Why not? (PLEASE SPECIFY)

13. What do you pay per month to live in your present dwelling?

\$ _____

14. What would you estimate your total monthly income to be?

(IF MARRIED INCLUDE SPOUSE'S INCOME) \$ _____

15. How much of that income comes from SPECIFY AMOUNT

a) government old age pension \$ _____

b) Private pension plans \$ _____

c) interest from personal savings
and investments and insurance \$ _____

d) money from children \$ _____

e) Other sources (PLEASE SPECIFY)

1. _____ \$ _____

2. _____ \$ _____

3. _____ \$ _____

16. How much do you estimate you (and your spouse, if married) spend on the following items per month?

food \$ _____
clothing \$ _____
transportation \$ _____
entertainment \$ _____
medical expenses \$ _____

telephone, electricity (hydro),
heating and other miscellaneous
household expenses \$ _____

17. What other items do you find require regular expenditure on your part?

<u>SPECIFY</u>	<u>ITEM</u>	<u>AMOUNT SPENT</u>
1.	_____	\$ _____
2.	_____	\$ _____
3.	_____	\$ _____
4.	_____	\$ _____

18. a) Is your home generally convenient for you to live in?

Yes _____ No _____

- b) What kinds of problems do you have with it?

ARTICLE C

GROUP 1

Interview with: Senior Citizens in O.H.C. Urban Apartment Buildings, St. James Town.

Discussion Leader: Frederic L. Buckland

Discussants: Mrs Bruce
Ma & Mrs Dobson
Mrs Finkle
Mr & Mrs Germaine
Miss Gignac
Mrs Rigley
Mrs Ryder
Mrs Hanna
Mrs Fenton
Mrs Finley

Question: I would like to start our with a general discussion about some of the things you like or dislike about where you live.

Response: Mrs Rigley: I love it. I have my own apartment. It is finished very nicely. We have every convenience there is. I have nothing to complain about whatever. Not a thing I dislike about it at all.

Response: Mrs Ryder: I can't say any more than what Mrs Rigley said. It's really nice. The apartments are beautiful. The only thing anyone could grumble about is the way the teenagers and the young children act. It's really terrible sometimes.

Question: Do you find it is a nuisance in terms of noise they make or the kinds of things they are doing?

Response: Mrs Ryder: Some of them are quite vulgar.

Response: Mr Germaine: Too many times up and down (in the elevator) for no reason and they push every button; they fool around too much.

Response: Mrs Germaine: I think it's the parent's fault. They don't make the children realize how lucky we are just to be in a place and everything is so convenient.

Response: They are brand new apartments. You couldn't wish for anything better.

Response: I think the supervision should be from the superintendent for the

children because that is really where the trouble lies. Out in the halls or down the stairs.

Response: Mrs Ryder: I don't think that is right myself. The superintendent has to go around (making) repairs. He can't be everywhere at once.

Response: Mrs Dobson: The superintendent we had first was very good - always went when the children came in from school and when they were going to school and we had very little trouble with the children.

Response: Mrs Finley: They are trying to get security guards. That is their job.

Response: Mrs Dobson: They are not always there, out where they should be. Rarely see security guards.

Question: I wonder if I could ask for a minute about the location - where the building is situated in our city. Do you find this location to be good?

Response: (General agreement among the group that they are in a very good location.)

Response: It is very close to the subway and downtown.

Response: Miss Gignac: One lady said to me: "Well how do you like living in the slums?" I said: "Pardon me, I live in the heart of Toronto!"

Question: Would I be right in assuming that the factor is that it's so close to the downtown that makes it so appealing?

Response: Mr Dobson: The location is ideal. We would like a little more, a few more stores. The apartments are very good.

Response: I love the location. It's most appealing.

Response: Mrs Finley: Dominion Stores prices (are) very high.

Question: I am wondering if there are other factors which bother you about the area that you live in?

Response: Mrs Finley: Yes. The wind. There are times when it is very bad.

Response: Mr Germaine: And the winter too. (Group: Ha! Ha!)

Question: Are there other factors which bother you about the area? I don't think we can help the wind, but in terms of other factors?

Response: Mrs Rigley: I don't go out at night as a rule so I don't know anything about the night life, whether you would be afraid to walk out at night or not.

Response: Mrs Finley: I don't think so. I have heard a lot of ladies say that they don't like to go out at night. Now I have been alone a good many years and I am never late getting home but no one has ever bothered me in any neighbourhood.

Response: Mr Germaine: But you can never tell when it is going to happen.

Response: Mrs Germaine: This area's not any worse than other areas.

Question: Do you, most of you, feel uncomfortable about going out at night?

Response: (Most say no).

Response: (Mrs Ryder and Mrs Bruce - Yes)

Response: Mrs Finkle: I just come from Leaside and I was just as afraid coming in at night as I have been around here.

Response: Well there is a certain part of nervousness when we get older, but after you have had something happen to you then you are nervous. I never used to be afraid of anything. Once I was robbed in Moss Park.

Question: Do you feel that police protection is adequate?

Response: (The general feeling was that no place is perfectly safe but that theirs is no worse than any place else.)

Question: What about some other factors such as traffic? Does this prove to be a problem in terms of heavy traffic?

Response: (General no).

Question: Are there any other factors about the area which you particularly like or that you do not like?

Response: Don't want a park.

Response: Rather have more stores and apartments that would house people.

Response: Mr Dobson: They could have a roof garden on the Shopping Centre Mall, for a park. They could also put parks on the upper floors.

Question: Now I suppose the reason you would like a shopping area is in terms of access for shopping facilities. Do you find this much of a problem? What types of things would you like to buy?

Response: Mrs Germaine: I don't mind going downtown.

Response: I think the stores should have a little competition.

Response: But you don't want to have to go downtown for everything. If you want a ball of wool you have to go downtown.

Question: In terms of the facilities then, some of you really would like the convenience of a shopping centre right close by. Are there any particular stores?

Response: Mrs Finley: Shoe repair store.

Response: Restaurant.

Response: Mr Dobson: Library.

Response: We don't like any of these high priced stores like boutiques!

(general agreement)

Question: What about entertainment facilities, such as movie theatres?

Response: That would be nice.

Question: I wonder if we could now move on to the homes themselves and think a bit, first on the facilities outside of the building and the foyers - things like that. How do you find these? Do you find these facilities satisfactory or are there improvements that you think could be made or could make them more attractive for you in terms of the way the buildings are landscaped around the foyers and entrance ways?

Response: Beautifully landscaped, but the children ruin them. They keep up the flowers. I think they have made it really lovely. They do all they can, but the children ruin the trees and the flowers. They pull the wallpaper

off the walls. Children ruin things. Can't improve much.

Question: Within your own apartments, how about such factors as the layout of the rooms? Now what is it about them? Is it the spaciousness?

Response: Lovely style.

Response: Mrs Rigley: Large - much better than High Park or Davenport. Better foyers and entrances.

Response: Mrs Rigley: "Senior Citizens" is out at this age. I much prefer living in Ontario Housing. When I am 90 years, I will be ready for a senior citizens' (home).

Question: One problem that you seem to keep mentioning has been the children. Do you think it would be better to have people in buildings where there weren't children around?

Response: Couldn't do it, but it would be nice.

Response: There are some very good children in the building.

Response: If they could segregate them that would be very nice to the senior people or people that go to business and keep the children in other buildings.

Response: Miss Gignac: I like children. I would want to be with them. I was brought up with a large family and we are teaching them all the time.

Response: Mrs Rigley: I think this is part of it. I would rather be living where we are living than a senior citizen place.

Response: Miss Gignac: They make us feel happy. We need them so much. They keep us informed. Most of them are very polite. I love them really.

Interjection: It is nice to hear sounds of children's voices, but not when they foul up the elevators.

Question: My next question, I think, is almost irrelevant - you all seem to be so very satisfied with where you are living. Are the financial considerations really the most important reason why you are living where you are?

Response: Miss Gignac: Yes

Question: If you had suddenly extra money would you move?

Response: Mrs Rigley: No, I wouldn't move. I have more friends in this type of living than I would in a posh apartment.

Response: Miss Gignac: I agree.

Response: Mrs Ryder: I think I would. If they don't control those children a little more. I have nothing against children but those children in our place are just terrible.

Comment: (It was pointed out that Mrs Ryder's building was one of the buildings that had a gymnasium, pool and other recreation facilities in it and therefore all the children were attracted to this building to play etc)

Response: You're right of course, but you must remember that you are the first building and there was a lot come there that should have been weeded out. They have weeded some of them out haven't they?

Question: How does the swimming pool affect you, Mr Dobson?

Response: Mr Dobson: There is just a swimming pool in one building so more children go into that building.

Question: I wonder if we can turn to certain facilities. I wonder if you find that the provision of them is adequate? The first would be the medical services and facilities. Now we did ask a couple of questions about this on the questionnaire. Do you think there are better ways in which you can be provided with medical services?

Response: Mrs Germaine: Don't you think we can have better?

Response: Mr Germaine: With the OHSIP and other things - Hospital - take care of me - I am satisfied.

Response: Mrs Germaine: Sometime when you get sick you would like to have a doctor right away. You call them up and they don't come nowadays. It would be

good to have a doctor in the building or one in the area.

Response: Mrs Rigley: My idea is that we are close to Wellesley, we can get in there any time.

Response: Mrs Finley: I had the Trainors (superintendent) contact the police for me - I was desperately ill and it would happen on the 20th floor too because there is nobody on that floor - and I was sick on that floor for 2 weeks and no one person on that floor knew or cared whether I was sick or not and I ended up down on the emergency. A friend called an ambulance.

Response: I think there should be somebody in each building who looks after the people living alone and call on them every day.

Response: Mrs Finley: They are going to do that.

Response: Mrs Dobson: We were told that when we first moved in and it hasn't been done and that is nearly a year and a half so there has been no effort made to do that.

Response: Mr Dobson: The superintendent's wife who was here first, used to go around and call on the people who were not well but she didn't call on everyone of the single people. The single people might be in an apartment and may be dead for days before they would know about it.

Response: Mrs Finley: The man was dead for 7 weeks.

Response: Miss Gignac: Don't they have a phone?

Response: But they can't get to the phone.

Response: I have friends who know that I was not very well. I have a heart condition and everyday they phone and a couple of times and if they can't get in touch with me they phone somebody else to see if I have been taken to the hospital.

Response: You have lots of friends - girl!

Response: Mrs. Finley: At All Saints' Church all their people, the older

senior citizens are called once or twice a day. They check them but I have a friend down there and she is one of the women who looks after that.

Interjection: Yes. Know your neighbour.

Response: Miss Gignac: What would happen if you were in your own home?

Response: If they don't hear from them, their job is to check them.

Response: That's your own responsibility.

Response: Isn't it your own responsibility because apartment is your own home.

Question: Now I wonder if we could move on. The next area is entertainment.

I am wondering about the provision of entertainment or the provision of community activities within St. James Town?

Response: Not bad.

Response: It's adequate.

Response: Quite a bit.

Question: What particular activities have you found enjoyable?

Response: Bridge

Response: Eucre

Response: We are taking excercises at St. James

Response: Bingo

Response: Lectures and group discussions

Response: Films

Response: Miss Gignac: We have everything anybody would want.

Response: Something nice if they were to build stores would be to have a bowling alley.

Response: Shuffle board.

Response: Mrs Rigley: Eucre, darts.

Question: I wonder if I can go around the group and find what activities you do take part in?

Response: I am quite a bit at the church associations and I find that keeps me busy.

Question: What other thing do you actively participate in?

Response: Concerts at the church suit me fine.

Response: I enjoy everything especially the bridge.

Response: Bowling and cards.

Question: Where do you bowl?

Response: At the Olympia.

Question: In other words it would be an advantage to you if there was a bowling alley nearby?

Response: So many of us go and the Y.M.C.A. hires taxis - we pay 60¢ a game.

Response: Mrs Finley: Eucre and bingo. I like shuffle board

Response: Mr Germaine: I am not interested in indoor activities, but I am very much outdoors. Sometimes I go fishing. I wait for May now. All the time I am down 2 or 3 days.

Question: How about the winter time?

Response: In the winter time I go hunting but I am getting too old for that now.

Response: Mr Dobson: I like a game of bridge once and a while but I can't see very well to do anything.

Response: Mrs Dobson: Bridge. I amuse myself.

Response: Mrs Finkle: Anything if I am able. Go to discussions.

Response: Miss Gignac: I do everything that is going. The only thing I need is an escort!

Response: Mrs Germaine: Eucre, bingo, shuffle board.

(General Concensus): We have lots of activities. More than enough. We can go every day of the week.

Referring to St. Simon's

We like it here better than any other. It's a home away from home. We love it. Molly Main is doing everything in her power to make us happy. We just love it here.

Response: It's the first time I have lived alone and I really enjoy it so much that I wouldn't want to have to go back and live with somebody again even if I got married! (Group: Ha! Ha!)

Question: I am wondering if the provision of meals is a problem for any of you?

Response: Anyone who is ill can get Meals on Wheels from the hospital or maybe from the Church.

Question: Have any of you had personal experience with Meals on Wheels and how have you found that?

Response: We know there is one gentleman in our apartment who gets it two times a week and he said there is ample for 2 meals - that he has enough for dinner and supper and he is quite satisfied. There is a good variety.

Response: Mrs Finkle: I had it for 4 days.

Question: How did you find the meals?

Response: Lovely. Nothing to complain about, just too much to eat. Some days 3 or 4 slices of meat. You don't want that when you are old. You don't eat that much.

Question: Are there any other services and facilities that you would find desirable to have in your buildings or in the complex?

Response: I can't think of any. (This was the general consensus.)

Question: I would like to go back to the things we were talking about earlier and that was superintendents. Do you have a satisfactory relationship with the building superintendent?

Response: Miss Gignac: Oh yes.

Response: Mrs Dobson: Never see him.

Response: When I first came in, the toilet was not working properly. It

was just a matter of a chain. He came right up and fixed it. He is supposed to be a jack-of-all-trades.

Question: I am interested in the experiences you have had with superintendents.

Response: The blower on my stove never did work. It wasn't properly installed and I reported and he came up right away and fixed it.

Question: How about somebody who has had an unsatisfactory relationship with the superintendent? A problem that you felt they should be able to solve and didn't, or weren't around when you needed him?

Response: Mr Germaine: The superintendent before was around watching the kids. This superintendent, he don't care too much about anybody. Ours stopped three times. I fix things myself. I don't bother him. He had got on his door the sign not to disturb him except in an emergency - may not be an emergency for him but an emergency for me.

This guy don't take good care, I should say, but anyway we are friends now. He talks a little bit more to me. Before he didn't even used to say hello to us. I fix my own things.

Response: Mrs Finley: They are not supposed to be on 24 hour duty. That's what our meeting was about.

Response: Mr Germaine: The other guy was taking more care. He was outside all the time.

Response: I find him a very nice man. I was cold in my apartment. I just phoned down - he came right up after lunch. If people downstairs are away and they turn off the heat, I am cold; but, he went into my cupboard and put in a new fuse.

Response: What is wrong in these buildings is that nobody has control of their own heat. They have to go downstairs to the neighbours to turn the heat on or else they could freeze.

Response: Mrs Ryder: Why do they give us all thermostats? He told me when I

moved in that I could have it as hot or as cold as I wanted.

Question: What type of heating is it? Electric? Do you have a thermometer?

Response: Mrs Ryder: Yes.

Response: Well you can...

Response: Mrs Bruce: No they have them all wrong.

Response: Maybe in your building, but in my building, ours works properly.

Question: Can we move on to the subject of your relationship with you neighbours?

Response: Mrs Ryder: Well I don't really have any trouble now but at first it was terrible because I had some coloured - 3 coloured children - really tiny tots and on the other side was 3 more children and they used to play in the halls and our letter boxes are quite low and they used to keep wriggling them, laughing and giggling, and well there was nothing to laugh and giggle at. It was annoying, so now I have got a big piece of paper over it so they can't see in. But I did go to the parents and at first they didn't like me speaking about it, but they got used to it. That is all the trouble I have ever had.

Question: Are there any hobbies you would like to pursue?

Response: Eucre is enough for me.

Response: There is a lot I would like to do but I just can't.

Response: I'd say your get up and go, has got up and went! (Ha, Ha.)

Response: Crochet.

Response: Knit.

Response: Mrs Ryder: I come to the church for activities.

Response: Mrs Bruce: Sewing and crochet.

Response: Mrs Finley: Make diapers. I also make vases, candles, I am very artistic.

Response: Mrs Dobson: Knit, crochet, needlepoint, everything, bake bread.

Response: Miss Gignac: Needlepoint, watch a little T.V.

Response: Mrs Germaine: Knit, sew, make my own clothes.

Response: Mrs Rigley: There should be a petition going around for everyone who is happy. Young kickers that want to run things their own way, they have never had a chicken coup. Never owned anything and they want to show us how to run things.

Question: You know you have been a very frustrating group because you are so happy. Is there anything that you think you would like to add, you would like to see changed or problems with the building, where it can be made better than it is?

Response: Miss Gignac: How about a painting once in a while. You know women like their house cleaned every season. It is just a suggestion. I (it!) can stay dirty if I have to, because I'll never paint it.

Response: Mrs Finley: I think it would be a good idea to paint once a year like they do other places. A colour instead of this off-cream. It's all the same colour.

Response: I like white - it blends with everything.

GROUP 11

Interview with: Miscellaneous Urban Apartments - Senior Citizens in Private Apartments
in the City Core.

Discussion Leader: Frederic L. Buckland

Discussants: Miss Anderson
Miss Bickell
Mr Boyce
Miss Brisbane
Mrs Cation
Mrs McIntyre
Mrs Reid
Miss Reid (no relation.)

Question: What are some of the things you like and dislike about where you live?

Response: Miss Bickell: One thing, they keep us warm. The man that owns the place is very good about repairing anything; but it's unfortunate that the superintendent and his wife live in another building and we don't get the attention that we should have; but we don't complain because it has been very reasonable (the price). And he told the lady that when he had to raise it again recently, he said: "You tell Miss Bickell that if it's too much for her I will try to make it straight." But I don't say anything. I would have to be pretty hard pressed before I would do that; but, I appreciate it. The superintendent, although they have been very good to me, he went away before Christmas and turned off the heat; so we had no heat for Christmas. I don't know why he did it; but I got a terrible cold.

Response: Mr Boyce: I like everything in it. It's a 5 storey building. We have a good set-up. We are right next to St Simon's Church- then a fire hall on the other side. It's only 5 storeys and it's well looked after: lots of heat and everything else.

Response: Mr McIntyre: Our apartment is very comfortable and I like it mainly because it's right on transportation. We are at St. Clair and Avenue Rd. I like that.

Response: Mr Boyce: The landlord's entrance comes out right at our back door.

Response: Mrs McIntyre: Nothing about our building I dislike itself, but I think that if I were planning it, I would make more room for cupboards for storing such things as groceries. We have plenty of storage space in the basement for other things, but there is not much storage space for groceries. You can just get a small supply at a time and I think that's a disadvantage; but other than that I have nothing to say against it. And it's always warm and comfortable and well looked after.

Response: Miss Brisbane: Well, I am pretty satisfied really. Storage space, small cupboard space, I think is one thing they are apt to neglect. Mine is a small junior bedroom apartment so you can't expect as much I suppose for someone who doesn't have all her mother's possessions and her own too. But it's warm. Somehow I wish there...I am downtown and a lot of the people are young people, floating population a bit; but, it's not a friendly building then because the young people get to know each other very well, and they are not interested as a whole in older people, I don't think. I sometimes wish there were a room like a games or recreation room in which, perhaps, they could plan occasionally some meeting. In ours, of course, they complain that people even in the elevator don't speak to you. Well I sort of make the young people speak to me. You know, I say, "Good morning", or "Nice day", or something like that and they can't be that rude that they don't bother. But I like downtown. It's kept warm, it's kept clean. Change of caretakers is one problem; but, they can't help that I guess.

Response: Mrs Anderson: I have heard a lot of complaints about this lack of cupboard space. For instance, I know my aunt and uncle live in a fairly modern building and I know she is forever complaining about - they are elderly - they are 83, and they have to go to the store practically everyday to buy things for their needs, because of the small cupboard space, for storing anything. But I know the older apartments and they are very inadequate for storage space in them.

I lived in 2 of them and I have found that the cupboard space was very inadequate. But perhaps if you go into a higher priced apartment, and perhaps, 2 bedrooms, you would find more space. I have been talking to people who have lived in the new apartments. Some of them have complained about the price of the apartment in the new buildings where they have saunas, recreation rooms, swimming pools which aren't necessary for people who are older. And yet, other people I spoke with said that if I want them, they are there in the apartment building, and this is very nice to know. People don't want to pay that extra price.

Question: What do you like or dislike most about where your home is located?

Response: It's for transportation. We have no car and can't see to drive one if I had one.

Response: Miss Reid: Well I am rather near transportation and I have a choice of subway or buses and that to me is essential, but I am a long way from shopping. Now I am pretty robust and I can manage shopping, but there are a lot of people not as robust as I am, and they have a great deal of difficulty with that.

Response: I am right downtown and quite near shopping which is an advantage. I do my own shopping but there are 2 in my apartment - I live in a small old apartment 5 storey. And I can do shopping for them but we don't know all the people in the apartment. There are 3 of us who will do shopping for one another if it's needed and because it's close. The other 2 are older than I am and in the cold or something, they don't need to go.

Response: Miss Brisbane: Well I am very well satisfied with my location. It's a 10 minute walk to the subway. I can get a bus. That's very good. There are 2 or 3 stores - 1½ blocks away. I like everything downtown. I can walk 25 minutes to church. 35 minutes to Eaton's College.

Response: Mrs Reid: I live on Edmond Avenue at Avenue Road and St. Clair - very convenient.

Response: Miss Bickell: Very central - handy for me. I like to do my own shopping and I am not far from the subway, but of course in bad weather I can't walk there. Even it's not far away. I am close to the bus and Church St. and not very far from Yonge St., but of course I usually have to take a taxi. I have never been on a bus yet since my accident. Close to the stores, to a drug store, bank on the other side, Mac's, Power's, cleaners. I agree with Mrs Anderson in my apartment of course it's only a bachelor.

Question: What physical features of your home - space and layout do you like or dislike?

Response: Mr. Boyce: Has lots of cupboard space.

Response: Miss Bickell: There's no cupboard space and there's only 3 open shelves in the kitchen. And no place to wash clothes. No place for storage. It's an old building.

Question: Now I'd like your comments about the general features of the area you live in. What factors about your area bother you? - air pollution?

Response: Miss Brisbane: Noisy - traffic at Avenue Rd. and St. Clair.

Question: Does it bother you at night?

Response: Miss Brisbane: Not if you are a good sleeper. (Clear conscience)

Response: It's very dirty downtown and this is a problem.

Question: So, as a result of cleaning, maintenance becomes a problem?

Response: (General Yes.) Certainly.

Response: Well it certainly adds to it. It's not dirt, it's grime. I lived below Bloor and I have noticed that there's quite a difference living 3 blocks above it.

Response: Mrs Anderson: I lived 8 years in the apartment next to Miss Bickell and it was very dirty but the landlord of that particular apartment modernized those apartments, and they were only bachelorettes. For my needs at that time I enjoyed it. It was quite adequate but I moved to Charles St. to a

old apartment there that was nicely kept.

Response: Miss Reid: I live in St. James Town. Disadvantages.

Concentration of too many people in too small an area. There are 3 sections of St. James Town - there is O.H.C., there are the "squares" which are in the north part, where I am in and there are the "swingers" down in the south part of the buildings, and the recreation facilities provided by the Y. are an extra added expense so that the people in the low income groups can't afford them.

Furthermore, there is a great deal of pressure that the people in O.H.C. were given no access to any of these facilities. It's dusty and there's a sooty greasy grime but it's a part of Toronto living. You know I lived with it for 10 these 60 years.

Question: Let's turn now to access to services and facilities, such as shopping. Is this a problem for you?

Response: Mr Boyce: We lost the Dominion store on Bloor St., but I guess we will get another store there soon. We have to go to Wellesley now.

Question: Is that a problem?

Response: Mr Boyce: Well not for me, but my Mrs is not as good a walker.

Question: What about parks? Do you have access to a park or do you want access to a park?

Response: Mr Boyce: Well, the nearest park we have is in Rosedale. It's a nice little park, but it's quite a walk.

Response: The closest park to me is Queen's Park and it's quite a walk. It's alright for me.

Response: Mrs Reid: Public libraries. I certainly want to be within easy walking distance of a branch library I hope for some years to come. I mean the time comes when you don't want or aren't able to do a lot of reading, but I think it's one of the things that make quite a difference.

Response: Miss Reid: The branch near St James Town is a way down above Dundas St., and it's a long hike.

Response: Mrs Reid: Have other people said how good they like the $\frac{1}{2}$ fare on the buses? It makes a tremendous difference.

Response: In our apartment we have no veranda and that's one thing I think makes a tremendous difference. It's a very comfortable apartment but no veranda.

Question : Do any of the others have verandas or balconies?

Response: Mrs Reid: I have a balcony and I use it from the beginning of April till November.

Response: I have one and I live out there in the summer.

Response.: Mr Boyce: We don't have any balcony.

Question: In your buildings are there such facilities as dry cleaning and laundry?

Response: Mrs Cation: We do not have a laundry. I do my own hand things and send out the rest.

Response: Mr Boyce: Don't know how they allowed that (no laundry).

Response: Miss Bickell: I have to take it to the laundramat.

Question: Is there a laundramat close by?

Response: Miss Bickell: I wouldn't go around the corner, I am afraid to, so I take a taxi and go up to Asquith Ave. where the machines are kept in splendid condition. They do it for me and I just go on to Bloor St. and have a cup of tea, then I hail a taxi and go home.

Question: You raised another important question and that is you feel afraid to go out. Do you feel that the police protection is adequate in the area you live in or is it better somewhere else?

Response: Miss Bickell: But it's the class of people that go in there. They are in there all night and they eat in there and undesirables go in there- I suppose to keep warm and to talk. But a lot of people take their laundry in there, but they are young. There seems to be a rougher element in there. I

wouldn't go there. I'd be afraid.

Question: I'd like to move right inside your apartment and think about the layout of the rooms. What factors or physical features in your building do you like or dislike?

Response: Mrs Reid: I am extremely fortunate in that I have a corner apartment with a south exposure and a balcony - a 2 bedroom apartment and the Rosepark East is fortunately situated because it looks out over the cemetery. The other apartments aren't as happily situated because they look out onto the court and into the brick wall.

Question: So exposure - to the sunlight is a very important factor? What other factors are important to you? Is the size a factor, or are there particular features about your apartment that make it desirable?

Response: Mrs Reid: That's a difficult question to answer because the layout is just exactly like every other apartment but with the 2 bedroom apartment, our rooms are a fair size.

Question: Well, now it's just like every other apartment. Would you say that it's good or bad to have an apartment just like everybody else's apartment? Would you like to see the apartment laid out differently?

Response: Mrs Reid: With more individuality in the construction? Yes, but I know that's impossible because of cost.

Question: Why would you like it? Because it would be different or do you think it would be more convenient?

Response: Mrs Reid: They could be more conveniently laid out.

Question: What physical features about your apartment do you particularly like or dislike?

Response: Mrs Cation: I think the layout is very good. It's an older apartment and it's not laid out the same way.

Response: Mrs Reid: One of the things is that in so many apartments the

kitchens are practically in your living room, and no woman likes that.

Response: Mrs McIntyre: I don't think one could improve as far as convenience for my sister and me. It's perfect. We have 2 bedrooms, and we have a big sitting room, a good dining room, and a nice useful bathroom, and the kitchen is absolutely separate, and there's a hall that we don't need to go through any of the rooms if we don't want to. We go straight from the front door to the kitchen if we want, or from the back door into the kitchen, either way. And we have plenty of cupboard space for clothes - it's just in the kitchen for the groceries - storage.

Response: Miss Brisbane: Mine is very small - the bedroom is a junior bedroom and you expect it to be, but it's not quite to the size of the brochure. My kitchen is right open. It's cute; everybody likes it and there's a little variation in our building. I know there are 2 styles of 2 bedroom apartments - quite different. For the money I think that mine is a more expensive one. I think it's more expensive in proportion, I think, to a larger one bedroom. At the rate they go putting up our rent, I am just as glad I am not in a larger bedroom.

Response: Miss Reid: I have cross ventilation and the most curious layout in the whole building because there are 2 wings that run back from the street. One on the east and one on the west, and I am at the end of one of those wings so that I get ventilation on 3 sides - south and east and west - and ventilation and sun mean a great deal to me. I would give up a great deal for ventilation and sun. The cupboard space both for clothes and for groceries and dishes seems to me not very adequate. I have a great advantage of a window in the kitchen. My kitchen is tiny - it's really like a kitchen on an old fashioned railway train. My nephew put up a peg board for me and everything hangs up, but I think I would rather have a very small kitchen with a window in it than an ordinary kitchen where you can't get rid of the smell of food. We have no storage space downstairs at all. People have died in that apartment and have left

trunks there that have never been taken away. It's an old building. The bathroom runs right off the bedroom so that I can't have sleeping arrangements in my living room where it means that anybody using the bathroom has to go right through my bedroom.

Response: Mr Boyce: What an architect that man was!

Question: Are there any others of you who have particular things you would like mentioned about the layout of your apartments?

Response: Miss Anderson: Most people that have space in the kitchen for a table or counter where they can sit for breakfast, really enjoy that much better than these compact double kitchens that are really homey. Everyone likes a table to sit down for a meal.

Response: Miss Bickell: I think that is ideal.

Response: Miss Brisbane: I think that's a trend in the newer ones to have a larger kitchen . The ones in ours are simple little things. There's one thing that doesn't affect me but I have heard complaints in our building - the front of our building faces St. George. Our building is very close to the street. Very noisy, traffic in the middle of the night that roars down and much dirtier than if they were further back from the sidewalk. Ours used to be back but when they widened Avenue Rd. they took all our lawns away.

Response: Mr Boyce: I think we have about the best building as far as I can hear - the living room is 20' by 18', and 4 of us could sit and eat in the kitchen at the dinette. We have a walk-in cupboard, 2 cupboards in the bedroom, a double bathroom. We look out onto Rosedale.

Question: I'd like to move on now to another very important subject and that is - are the financial considerations the most important reasons for living where you live? Would you move if you had more money and if so what kind of place would you look for?

Response: Miss Reid: Well, I don't know that I would look for a very different... I enjoy a little more space and if I moved to a different area it would be because of proximity to members of my family. It would have nothing to do (with it) if it were housing in general.

Question: Does this factor bother you significantly, the fact that you are so far away from other members of your family?

Response: Miss Reid: It's becoming a problem because my brother-in-law is not well and I would like to go to him, but those things are purely personal. I think I might enjoy being - no, I don't know, I think I would rather be downtown and get easily to the things I want to. But 5 years from now I might easily feel quite differently. I might not have the energy to do the things anyway.

Question: Miss Bickell, how do you like living where you are or would you like some other location or some other type of accommodation?

Response: Miss Bickell: I would like to live where I am if they would only improve - do some repair work, in the apartment. You see now that was the trouble with the janitor when I was in the hospital that should have been looked after, before I came home. That's the trouble and now I am having all kinds of trouble. It's leaking - it's breaking the plaster - it's getting worse all the time.

Response: Mr Boyce: I don't think you can get anything better. I don't think so.

Response: I would like a little larger spot and I think I would like better to be north of Bloor or St. Clair if I had the money, but these places all seem to be more expensive.

Response: Mrs Reid: One concern that I have is that Bellmont Property Management would raise the rent to a price where I would not be able to pay

and then I will make application to senior citizens but I hear that you are waiting 7 years to get into senior citizens which is a long time.

Response: Maybe we should all apply now.

Response: Mrs Reid: We'll become senior while we wait. (Ha, Ha.)

Question: Turning to services and facilities that people require. Do you feel that you are provided with adequate medical services? Or are there better ways in which you could be provided with medical services? Have any of you had any problems or experiences in this regard?

Response: Miss Eickell: Well I have the OHSIP and the other Blue Cross from years ago. I have a doctor - Dr. Humphrey.

Question: And when you have needed a doctor could you get a doctor quickly?

Response: Mr Boyce: Our doctor we have got a doctor on the corner of Howard and Sherbourne and I had him up.

Response: Mrs Reid: I haven't needed a doctor myself - being remarkably healthy, but I know that people in my building have needed a doctor; they cannot get a doctor for love or money, even when they do have a physician and it ends up with them calling a taxi or getting the ambulance to take them to the hospital because they are ill and require attention and they just can't wait till next week or tomorrow morning.

Response: Mr Boyce: There's 2 there on the corner of Howard and Sherbourne. Don't know the other fellow's name, but they are in the same building.

Question: In one of the other group sessions we conducted, we had some people who were concerned about the fact of living alone, something might happen and how quickly do people find out about them. Do you have neighbours that look in on you to see if you are alright.?

Response: Mrs Reid: I have relatives who call and I have neighbours who look in on me. Our superintendent is extremely good. If the woman down the hall

is not in the best of health a neighbour will say: "I haven't seen Ruth for a couple of days. Have you seen her?" But when they go - it depends on the kind of superintendent.

Response: Mrs McIntyre: My sister and I live together so we have no problems.

Response: Miss Brisbane: Well, I haven't needed one, but I have often thought I could be dead for three weeks and nobody would know about it, if my friends didn't call me once or twice a week. I am not a phoner myself or even go out other than business hours - when you go out in the hall and you can be sure 95% of the year you will never see a soul. Most of your neighbours you don't know, I mean you speak to them in the hall, but in my case, they are mostly younger and you know, there's one friendly young person.

Response: Mr Boyce: I go out in the hall and I ask the superintendent or the superintendent's wife: "Is so-and-so on holidays?" - "Oh, yes they are away some place." I am funny that way you see, if I miss a person I miss them and I wonder if they are sick.

Question: Has anybody had experience where the provision of meals is a problem for you and if so, how was it handled?

Response: Miss Bickell: I know of a person in an apartment who would be - I wouldn't say she would be more than 40 or 45 and people have said that she starved to death. Apparently, she came home on Friday night - was very sick - she lived alone - she couldn't get out of bed; on the surface it looked like starvation. Her apartment was locked; no one could get in.

Question: How about other services and facilities? Are there any that you feel would be good for you to have that you don't have access to?

Response: Miss Reid: Well, until recently, I have to have help with heavy cleaning, I mean I can do everything myself - now washing the outsides of the windows and polishing the floors. The son of our superintendent turned up

and wants some odd jobs like that but if that hadn't happened. It's very hard to get.

Response: Mr Boyce: Our apartment, I think there's one mistake in our building. Every apartment has a big picture window - washing is difficult. When you are on the 4th or 5th floor you don't feel like washing them. The bedroom has three windows and you can take them out and wash them and put them back in.

Response: Miss Bickell: Well there is a painter that does come to do some cleaning for me, who comes and does the work for me once a week to clean the apartment. No I can't manage if I can't get him to come and do the cleaning because I can't bend down.

Response: Mrs McIntyre: Cleaning should always be included in the services. We get now a man comes around 3 or 4 times a year and we get it done. It's no problem for us but it might easily be and for those upstairs.

Response: Miss Anderson: Somebody mentioned to me about cable T.V. Now they don't need cable T.V. in their apartment and yet they are compelled to take cable T.V. even if they don't want it. If you are in a building where there's only cable T.V., you haven't any alternative.

Response: Mr Boyce: We just got ours put in and they came around and asked us if we wanted it.

Response: Miss Reid: Yes we can have an alternative also.

Question: Maybe we could move on to the subject of entertainment. I am wondering what some of the things you do to obtain entertainment and also whether there are improvements you would like to see in the provision of entertainment? What do you do for entertainment?

Response: Miss Reid: I am still active enough so that I get out and I am out a fair amount. One of the things I enjoy most is having people in and entertaining my own friends. I don't have friends actually in the apartment-

I have only been there a short time. Reading is one of the main things.

I don't actually have a T.V. There's reading and radio and I don't often find myself at a loss.

Response: Miss Bickell: Yes I have a wonderful radio. It's very expensive but it's wonderful. I love music so I enjoy it very much and then I am fond of reading and my friends call in on me. I do my own shopping - pay my own bills - I enjoy life very much.

Question: What kind of thing do you do for entertainment?

Response: Mrs McIntyre: I am fond of music and we make our own to some extent. We have the T.V. and radio.

Response: Miss Reid: You sing and play, you and your sister?

Response: Mrs McIntyre: Piano and violin and singing.

Response: Miss Brisbane: I have T.V. and radio and I am out quite a lot and there's nothing provided as far as the building itself is concerned. I am in a downtown building in a university district with mostly young people. There are some elderly people now but most of them are married couples and I would like somebody that I could go out to a show with, because I think Toronto has changed - I don't care to go out alone.

Question: You mentioned shows. Are there any theatres relatively convenient to you?

Response: Miss Brisbane: I come down to the University. St. George is fairly good. If I am out, I am not really nervous until 11:00 o'clock, because often there are stores open. There's traffic which is a protection but to go out for an evening you don't really have to go I would stay in.

Question: How do you find police protection? Is it adequate?

Response: Miss Brisbane: Well I hardly see a policeman. Except a cross guard occasionally.

Response: Mrs McIntyre: I hardly ever see a policeman but they are there in a great hurry whenever there is an accident. And there are accidents galore at our place. Some of them quite serious.

Question: That's moved away from the entertainment subject a little bit.

Are there other things in terms of entertainment?

Response: Mrs Reid: I like eucré and I am a horrible eucré player. There's another couple in the building who I play with. I go to night school 2 nights a week and I have done that every winter for years and years. I should be pretty well educated. I have been refinishing old furniture for four years and then this last year I have been taking a course in investments but I am not a wiser or a wealthier woman yet.

Question: I would like to speak of other people you have interaction with. First of all, your superintendent. Generally how have you found relationships with the superintendent? Can you give an example of the types of services he has provided?

Response: Mrs McIntyre: Ours have been fine. They have been there for years and years and they are a splendid couple. But when I want lamps put in the kitchen or anything I can reach him easily and they are up in a hurry and if anything goes wrong with any of the equipment there is no waiting around at all. If you say that it's not warm enough you find yourself roasted in a short time. We are really well looked after.

Response: Miss Cation: I think ours is satisfactory. This couple we have had for 3 or 4 years. Our apartment is quite comfortable.

Question: Have any of you had bad experiences with your superintendent?

Response: Miss Anderson: We had one that used to come into the apartments. Let himself in no matter what was going on inside and he used to listen on the door outside to see if he could hear. He had a master key. But there were a lot

of single girls living in those bachorelettes there and he used to let himself in at any time just to see what was going on.

Response: Miss Bickell: Mrs Henry is very, very good. I was told to call her anytime day or night and she has been very good that way. Although I had things taken while I was in the hospital.

Question: Did you report that to the police?

Response: Miss Bickell: No. It wouldn't do any good. I wasn't in any condition because he is a very spiteful man and he would just make it so miserable for me that well, I would just have to get out that's all. I mean not just because it was me but that's his attitude. You know people daren't say a word. He drinks you know. He hasn't a very nice disposition in fact, he is a very ungodly man. But she's been very good that way. Even if I called him if he were sober he wouldn't mind. Of course I had a lot of things taken but I never talk about it because they couldn't do anything about it and then I suppose I should have reported it but - and then he short-changed me - it's like that with anybody who is dishonest but if I called if I were in trouble they would be fine.

Question: Mr Boyce, what experience have you had with superintendents? Good-bad?

Response: Mr Boyce: Well I am very independent of superintendents because they can't do anything more than I can do. And I never ask them to put a washer on. I never ask them to fix the stove. I am quite a handy fellow you know.

Response: Miss Reid: No trouble at all. We changed superintendents very recently and they don't keep the halls very clean. I think generally the upkeep of the building, but as far as anything we want done in our apartment they are very quick.

Response: Mr Boyce: I should mention that this superintendent is over 70

years old and our place is spotless. The laundry rooms, the basement floor - it shines up like a mirror.

Question: How about getting along with your neighbours? Some of you have mentioned that you almost feel alone, that you don't have any communication with your neighbours?

Response: Miss Brisbane: I speak to them and I have had 2 people on the floor - one moved - both of them have had babies and were very, very friendly. Invited me to come in any time day or night and have coffee or do anything. The rest you say good morning if you happen to see them in the hall but now that I am not going down in the business hours I practically never see them.

Response: Mr Boyce: There are no babies allowed in our building and no pets. I don't know anybody. I think most of them go to work.

Response: Miss Reid: There are a good many older people in the building although I think there are more younger couples than there used to be. Rather old fashioned building and I think as far as I know there is very little actual visiting. I don't think anybody has been inside my apartment in over 2 years. I am just doing the cancer fund collection and have been inside 1 or 2 apartments and that's the first time I have actually been inside an apartment. It's not unfriendliness because there's a great deal of visiting at the mailboxes where people come down for mail and I am personally sure that people would help each other but people don't become intimate as far as I can see.

Response: Miss Brisbane: I might make one comment on that - that I think is interesting. I had a family from west - from New Delhi and because of Mrs McLean I developed an interest in other countries so I asked them down for coffee and I was talking to a lady the other day - they have now moved - but she never came down; I never went up to the building. She was very friendly and she said - "Now if you are ever sick, if you need anything don't hesitate

for a minute to call on us." and that's the only person in 5 years who's ever said that to me in the building. She said it the other day again. She's out in Rexdale and she said "If you are sick you call me out here and I will come right in." Now that's a commentary on your Canadians and as I say they are mostly young people and they are not very interested in me.

Question: I want to explore what Miss Reid has said. Would you say this applies to the rest of you? You have very little contact except when you happen to meet in the halls?

Response: Mrs McIntyre: We used to have quite a bit of contact with 2 or 3 groups in our building but they have recently moved for one reason or another and now there are mostly young people there and some of them I don't even know by sight, but the ones I do know they are friendly, but we don't visit.

Question: Is that because you prefer your privacy?

Response: Mrs Reid: I don't know but I must be an exception; but I am just sitting here thinking that on my floor I know everybody on my floor. You know at least by sight if I can't tack a name on them, with a chatty sort of acquaintance and more than that I have a visiting exchange with the people across the hall, next door and the next one and the people at the end of the hall but I have been there 3 years. And the last 2 who were across the hall before were teachers; they used to bring their shirts over to have them ironed, that's how that started. Well then they did shopping for me.

Response: Mrs McIntyre: We have only one other apartment on our floor you see. There are just 2 apartments on each floor and the building's divided into sections. There are 24 apartments but there are only 6 in a block and there are 2 on each of 3 floors. So we don't see the others. It's only the 6 apartments and they are all young people and recently in. I know the one across the hall to talk to but that's all.

Response: Mrs Reid: When I was going to work I had an elevator acquaintance with the early risers like myself and now I have an acquaintance with the other people - mailbox group.

Response: Miss Brisbane: We have our individual mailboxes on our individual door so that there's no reason for any friendship. You see nobody there and anyway, if they can't find you or the superintendent - if they are delivering cards - they either don't deliver or else they leave it stuck in the box.

Question: What about children? Are any of you in a building where there are children?

Response: Miss Brisbane: There are some babies around 4 years in - also cats and dogs.

Response: Mrs McIntyre: There are just one or two in ours but no pets.

Question: We have found in some of the groups that we have conducted that people have very strong opinions about children. Do you miss the fact that children aren't around? Do you wish they were or are you quite happy that they are not so that you can enjoy the peace? How do you feel about children?

Response: Mrs McIntyre: My grandchildren come in often enough so that I don't miss out.

Response: Miss Reid: I would rather have a mixture. I think having old people living off by themselves is not right really - it's too depressing. There's no future.

Response: Mrs Reid: I like a few children around.

Question: Are there many children around your apartment?

Response: Mrs Reid: Maybe a ½ dozen little people where the parents have the apartment and the children have come along and the lease hasn't run out, but officially children aren't allowed.

Response: Miss Brisbane: We have had a few and try to play in the parking lot. Of course they weren't allowed there because they might break car windows.

They do walk the dogs there.

Question: One of you mentioned that O.H.C. buildings have subsidized rent for senior citizens. I am wondering what you know about these buildings and what you think about them?

Response: Mrs McIntyre: I know nothing at all about them.

Response: Mrs Reid: I have friends in the one down in Rexdale and I have another one away out just south of the arctic circle on Jane St.; and the difficulty with both of them is that the buildings themselves are lovely but they are ages away from shopping, and there are all those old people and as Dr Reid says, no future because they are all those old people in those buildings and they're sort of cut off. It's just an old people's community. They are not near any recreation area or anything.

Question: Do any of you have contact with the St. James Town senior citizens?

Response: Mrs Reid: No but I have a friend in Regent Park.

Question: So really you have no social contact other than you know they have a waiting list of 7 years?

Response: Miss Brisbane: One thing I heard from a social worker who spoke to our church here last year. There's a new one at Davenport and Avenue Rd. and she told me then that they are just crying for visitors. So I guess that indicates loneliness.

Question: How actively are you people involved with senior citizens' clubs?

Response: Mrs Reid: I go to the Sunshine Club at Fairlawn Church where I help with it - two times a month.

Response: Mrs Anderson: We are all fairly active in the Church though.

Question: Is there anything else that we haven't covered? Would you like to comment?

Response: Mrs Reid: I am fortunately situated both in my apartment and

in my income so that I can manage. If I don't like where I am I can move. But the people that I am concerned about are the people who can't - they are stuck in the same miserable little place because they don't have enough money to do anything else.

Response: Miss Reid: One thing I would like to say - I don't think places should be too big, if you are thinking in terms of any senior citizens' home. I would like them broken up into smaller units. Great big buildings are very impersonal.

GROUP 111

Interview with: Senior Citizens who are urban roomers.

Discussion Leader: Frederic L. Buckland

Discussants: Mrs Dench
Mr Harris
Mr Law
Mr Nilson
Mrs Watson
Mr Young

Question: What type of housing accommodation are you living in right now?

Response: Mr Harris: I live in rather old property. Satisfied in the place. It's not very clean. I could get better place. Room on the third floor.

Response: Mr Nilson: Same house as Harris - room

Response: Mr Young: Rooming house on Gerrard. Single room, ground floor. I have my own entrance. Very clean, very comfortable. Has the name of being the quietest rooming house in the district.

Response: Mrs Watson: I live on Sherbourne St. It's an old rooming house but my rooms are really lovely, really comfortable. The only trouble with our place - our landlady won't put in a caretaker. In the halls are dirty. The rooms we have to keep them clean ourselves. It's very comfortable.

Response: Mrs Dench: I live in the old nurses residence- Victorian Order of Nurses. There's no bath in there. I have been there 2 years. I am paying \$105.00 a month. It has a good size bedroom and there is a very little front room and a little tiny kitchen. Different people have been in and out. They don't clean the halls they don't clean the bathroom. They don't clean anything. We have to do it ourselves.

Response: Mr Law: Very good place on Berkeley St. It's clean and that only the roof's leaking. It's a flat roof and I had to pull my bed away from the wall because it has come through from the fellow's next door room.

His is worse than mine, paint coming off the ceiling but mine started through the wall there. Now it's over the top of the dresser the part where the paint's peeling mostly but I had to move the bed because the water was dripping down beside the wall. I had to move the bed or I was going to have a wet bed. Now there's a white spot where the water was dripping.

Question: One thing that several of you have mentioned is that maintenance problem. Are there other problems in addition to maintenance?

Response: Mr Harris: No not that I notice. Everybody has to clean their own room.

Response. Mr Nilson: Money is basically a problem.

Question: Would you say that is the chief limiting factor why you stay where you are now?

Response: Mr Nilson: Chief limiting factor. I live on \$87.50 a month. Everybody looks at my white hair and they think I am getting the old age pension too. I am only 62.

Question: One thing that is very common in the area you live in. What are some of the things you like about this part of the city and are there any things you dislike?

Response: Mrs Dench: No I like this part of the city because you are near everything. You're not far. I have to go to the doctor 2 or 3 times a month. Saves me car fare.

Question: Any others who would agree or disagree with Mrs Dench?

Response: Mr Harris: I would rather other districts. The reason why is because it is not the best kind of a district. All full of alcoholics. People who will more or less trouble you sometimes. ... Trouble all the time.

Response: Mr Law: That's what they say. They want a dime for a bottle. They don't figure that you have got to live yourself. They hit the women more than anything. Some of the young hippies downtown - sending their girls over. Now

the girls come to the men and the men are going to turn around and give the girl the dime or quarter if she asks for it, but what does he do, he walks up says: "Give it to me, turn it over" - he takes it away from her. Three or four guys that wear long black cloaks with a cross on their chest, here, come down and try to sell you the book. They say they are going through for a priest. If you don't want the book, they say: "Will you give me a quarter for the Church". Are you going to be a piker - you give him a quarter. Well, they are able bodies; they are big hippies and they got them hooded things and look like a monk come down every day.

Question: Do you feel that police protection is adequate?

Response: Mr Law: No not around here. You never see them.

Response: Mr Nilson: In the last 3 years, there have been people killed and robbed in Allen Gardens.

Response: Mr Law: I have been hit coming through Moss Park Apartments.

Question: Any other factors which bother you about this area?

Response: Mr Law: The environment around here is not up to the standard it should be, that's all.

Response: Mr Harris: No.

Question: What about traffic? Are you bothered by traffic?

Response: Mrs Dench: Quite bad on Sherbourne, but we can't stop that.

Question: Thinking about access to services and facilities such as stores, is this a problem? Do you find you can get to the stores without a problem?

Response: Mrs Dench: Well, there is in a way, because if we are crippled and you can't walk or you can't afford a car... there is no cars going that way.

Question: What facilities would you like to have, but aren't around? What would you enjoy to have around here? Suppose somebody were to build something. Are there any recreational facilities you are interested in having that are not here now?

Response: Mr Law: No capacity to put any more around here, outside of the park here and then you are not protected there properly.

Response: Mr Harris: Well, being over the age limit, I can't participate in any of the physical parts, but other parts I could.

Question: How important are financial considerations? Is it the most important consideration affecting where you live?

Response: Mr Nilson: Certainly in the monetary system, the more money you get the better you can live. It's that simple.

Response: Mr Law: Every time you get a raise, your rent goes up .

Question: Where would you want to live if, for example, tomorrow \$50 were added to your budget?

Response: Mr Harris: I have tried suburban districts and I have found myself out of place. I find people are too particular and they are complaining all the time. Personally, I would rather live farther out, but my financial position, I couldn't.

Response: Mr Nilson: I'd go out . I've got a sister out there.

Response: Mr Young: Myself - to be truthful with you - you would have a hard job getting me away from where I am now. It may sound very ludicrous, but my landlord and landlady have been very good to me. I am close to the hospital. I have a condition that requires almost weekly attention and I don't particularly want to leave it to be quite truthful. I am more than satisfied.

Response: Mrs Watson: I am very contented where I am if I could just get somebody to persuade the landlady to put a caretaker in. It's very comfortable. It's hard to say what kind of roomers she is going to get in there. He might say, "Oh". He was just fine, but he would end up with a room full of wine bottles, if she would put a caretaker in there and saw that the halls were clean you couldn't find a nicer, more comfortable place to live.

Response: Mr Law: I'd stay where I am. I mean the trouble and inconvenience

I have with the people around here. People around being beat up, robbed. Outside of that I have a clean place; it's warm and comfortable - that's the main thing, don't you think?

Response: (Mr Law pointing to Mrs Dench): This is the only party here that's really... They say when you get the place and you live there 2 years and haven't got a bathtub for you to bathe in, for all the roomers, then getting \$4,000 of the rent and yet they can't even afford to put in a bath or a shower.

Question: This seems to be a general problem - the relationship with the management.

Response: Mr Law: All they want is your money. If you can't pay it, out you go.

Question: You (Mr Young) in contrast, have found the landlord very good.

Response: Mr Young: Perfect communication between myself and the other tenants. We seemed to get the right cog to fit the right wheels.

Question: Can you explain this? Is this the only house your landlord owns?

Response: Mr Young: I got the room from the social service at the hospital I go to the Toronto General. They were very understanding people who owned this house that I am in. I was totally strange to the city. They made me feel more than welcome from the first time I went for an interview for the room. They did everything possible for me. It's a quiet house and they run it that way - it's a full house.

Question: Do you have problems with your neighbours?

Response: Mrs Dench: No problems with neighbours now. I did have - made a racket. They dirty in the bathroom on the floor and somebody else has to clean up after them.

Question: Do these tend to be younger people?

Response: Mrs Dench: Yes.

Question: Has anybody else had some very bad experiences with their neighbours?

Response: Mr Harris: Not yet I haven't had really bad problems. A little irritating though. People drinking really get mean. Although they never approach me then they don't think much of me.

Response: Mr Law: One roomer is aggravating. He goes downstairs and tells everything that I do. If I did something - dropped some water or something - the landlady comes up and shuts the radio off. He comes down and broadcasts it and he comes up and says: "Oh, I hear the landlady came up and shut off the radio." Well what business is it of his?

Question: Do children in the neighbourhood bother you? Are there any children?

Response: Mr Law: On Berkeley St. it's to me with the kids play up and down the street playing ball in the A & P parking lot and from another garage up the street. They criticize me that I'm not blind. Well I'm not completely blind. Blind in one eye and got a little bit in the other left to see with.

Response: Mrs Dench: Just take a stick and wack them one.

Response: Mr Law: Well you had it. Then you are up for assault.

Response: Mrs Dench: I did it once. Kids bullying other smaller children. I said leave them alone. Kids swore. I turned around and hit him. He picked up a turkey bone and threw it at me and hit me in the back. I have no children of my own.

Response: Mr Young: No I can't say there they're any trouble at all. I live close to the Christian Youth Centre. There are tennis courts that are open where they go in and expend their energies, but I have never had any trouble at all.

Question: Do you feel there are better ways in which you could be provided with medical services? Do you find problems getting adequate medical attention?

Response: Mr Young: I can't see any problem at all. I am a TGH patient. It's more or less my second home by the amount of times I go there.

Question: Is the distance to the TGH a problem?

Response: Mrs Dench: Generally take a car up if you have an extra ticket or take a bus.

Response: Mr Young: It is difficult for me to walk up that far. They will send a car for me if I can't make it by the TTC.

Response: Mr Law: Medicine for eyes and pills and that they want you to pay for them. They are \$3.00 or \$7.00 for them and then they come down and say well can you give me 50¢ and just the week before the end of the month before you get your old age pension. They say OK we will mark it down. Next time you come in you can give us 50¢. You are covered for the whole thing - why should they make outpatients pay when you have to go in there and the doctor gives you a prescription. Why shouldn't the pay cover the whole capacity? Why should you have to go up and pay for it? Only give you enough pills for a week or 2 weeks. One time you get 20 pills for \$2.50, next time 50 pills for 50¢. What's all the up and down business with them?

Response: Mr Nilson: It is a problem with prices.

Response: Mr Harris: No medical problem.

Question: What about entertainment? What do you do for entertainment? Are there any hobbies or any pastimes you enjoy?

Response: Mr Law: Rummy at home.

Response: Mrs Dench: Play rummy - fancy work - I cook. I never go to the show.

Response: Mrs Watson: I knit and read.

Response: Mr Young: I am an extreme introvert - I won't go anywhere. I do a lot of reading. I have a little transistor radio. Most of the time I just want to lie down and be motionless.

Response: Mr Nilson: I go to a club. Cribbage, ping-pong, roller skating rink.

Response: Mr Harris: I keep quite busy. I go out and keep busy. Well, I read and do some of my own work.

Question: Is it fair to say that if there were any other entertainment facilities available, you would take advantage of them?

Response: (General consensus - don't want entertainment.)

Question: Can we turn now to the provision of meals? To what extent is getting your own meals a problem?

Response: Mr Young: I solve that problem by eating here - St Luke's Church - Meals on Wheels - three times a week. That completely obviates any trouble with eating. Meals delivered at home four days a week.

Question: What do you do for meals the rest of the time?

Response: Mr Harris: I go out.

Question: Can any improvements be made to Meals on Wheels?

Response: (General Consensus - they are more than fair. Satisfactory.)

Response: Mr Nilson: Same meals that would cost you \$1.50 elsewhere.

Response: Mr Harris: On weekends I make my own breakfast. I go out for the rest. I go out except for Meals on Wheels.

Question: Are there any other services and facilities that you would find desirable to have? Is it another problem getting the landlady to make repairs?

Response: Mrs Dench: Bathtub or shower. I couldn't take a bath. Gas stove just put in. They are broke. They only are old stoves anyway. Problem getting people to repaint. Landlady rented house to another landlady. I am having trouble getting a rebate, but it's now in the courts.

Question: Is anybody else having a problem with rebates?

Response: Mr Nilson: Roomers don't get rebates.

Response: Mrs Dench: I qualify because two rooms entitled to rebate. I have three.

Response: Mr Law: If called an apartment you get a rebate.

Response: Mr Harris: Small rooms do not apply.

Response: Mrs Dench: That's nothing. They were supposed to put in sinks. Health Department came in and said 12 people were allowed to use one washroom, wash basin and toilet. There are more that that using it.

Question: Are there other places around that you could move to?

Response: Mrs Dench: If you had the packing that I had to do you wouldn't want to move.

Question: In other words, that is the chief limiting factor that holds you in that particular place and, if in fact, someone did the packing for you, you would move happily?

Response: Mrs Dench: Well, I have got my name in for a OHC apartment. Well, they sent me a letter and a woman came to see me. Well, they wanted me to go to Steeles Ave. I couldn't do that. I've got no way of getting around there. So I told her no.

Interview with: Senior Citizens from the Fudger Home for the Aged

Discussion Leader: Frederic L. Buckland

Discussants: Mr (Slim) Freckleton
Mrs Harrington
Mr MacKenzie
Mrs Mitchell
Mr Stephen
Mrs Vermelen

Question: What are some of the things you like and dislike about living here?

Response: Slim: Do you want - in saying this - the building itself or the management of the building?

Response: Both.

Response: Slim: There are many good things about Fudger House. Recreational facilities are excellent. Garden party yesterday was a total success and the arts and crafts department is a real go-ahead - one of the most modern in Canada and couldn't be better....

We have many games like bingo, shuffleboard, eucree, cribbage, billiards, and anything we make up between ourselves for amusement. Recreation facilities themselves - we have bus rides, boat rides, picnics and there are a lot more that we are suggesting and that we hope will have in the future.

Question: What do you think about Fudger House, the physical building itself?

Response: Slim: Very odd shaped building. If you will notice it doesn't make for any privacy that the rest of us would like. I mean -(pause) - a man could do it. I mean you live together, but with the women, it should be more privacy. In the fact that there should be at most 2 women in one room instead of 4, but preferably private rooms and facilities for getting patients in wheelchairs from the top floor right down to the auditorium....(Difficult to use elevator.)
Transportation facilities inside the building could be better. Otherwise the

Home itself is run very, very cleanly and under excellent administration and we find there isn't too much to grumble about.

Question: What are some of the things you like and dislike?

Response: Mr Stephen: I agree about the elevator trouble to auditorium. I like the Home very well. Of course, I am in a different position than most of the people. I am crippled, handicapped. I have trouble getting around. The recreation, as Slim said is very, very good. A lot of this is up more to the individual, than to anybody doing something for them. It's your mental approach to these things; you have to learn to live with other people.

Response: Mr MacKenzie: I like the arrangements. The wheelchairs I don't think should be kept on the 3rd floor at all, because we wouldn't have a chance in the world of getting out. This is the only criticism I have of the whole place, but due to the fact the way we have settled into it and I would suggest that more of the residents are invited to the ...It's not a thing to just talk about. When you consider it, I had an apartment before I came in here and I thought I would like it. My children are all married and left me alone. They wanted me to go with them, which I refused. I had my own life and I wanted them to have theirs. That left me without a home then and although I lived very close to this home, I had never been in it before and it's very difficult to state any recommendations, because here I have no complaints. I have got complaints naturally, but they are all about myself. I believe that more room for the(pause).

If they have lawns, I suggest that they be made very level. Now we enjoy going out there on the lawn and in a wheelchair, it's practically immobile... but if plenty of paths are made for a wheelchair, it would give them a chance to get around.

Response: Mrs Vermelen: I'd like to say something about the wheelchairs.

When the wheelchairs were on the main floor, they found that there was no

recreation. There was no way that in the winter time that a wheelchair could get outside or the whole time they were just wheeling up and down the corridors and into the lounge and that was that. They can't see the outside; they can't go outside. Now, upstairs on the 3rd floor, they have a nice view to look at. And they can see as far as they want to see and it's a good recreation for them. You will see 2 or 3 wheelchairs at a window for 2 or 3 hours together. And then about the elevator, that is very wrong. We have 2 elevators, one in the kitchen and one small elevator for us out here. As regard to whoever is there that really is to do with the office; they should tell someone that they have to do that, the night we have a concert and see that it is done. They do say to somebody: "Well do it" , but they don't see it's done.

Response: Mr MacKenzie: The main need is elevator capacity.

Response: Mrs Vermelen: It's not big enough. I like the building situation here. (sunny).

Response: Mr MacKenzie: I don't think the country situation would pay. It's alright, but ...

Response: Mrs Vermelen: But as Dave said it has a lot to do with ourselves. You have to take it as you find it and make yourself comfortable in it. We are all in here because we can't take care of ourselves. Personally, I look as though I can, but I can't. I am very, very sick quite often and need nursing attendance. It's what you make of it.

Response: Mrs Harrington: The bathroom facilities, especially on the ladies side, should be, in future buildings, improved. We have 3 wash basins, 3 toilets. Ample bathroom facilities. There is 2 in each hall. Say the main floor and same goes all over the building, but they are all wide open, 3 johns in a row, 3 basins in a row. There is not even a separating (partition). A little bit of privacy in a bathroom: any woman needs it.

Response: Mrs Vermelen: There is going to be a separation put into the

bathrooms here in the very near future.

Response: Mrs Harrington: Four women in a room, in my own opinion, is again wrong, because it just doesn't work out. There is no way to get 4 compatible (people), especially women. I don't know about the men, but you are not going to get 4 compatible women Better even two to a unit.

Other than that, the place is wonderful - couldn't be better. Of course, the administration is...What they need of course is 3 Mr Russells. Of course, there is only one Mr Russell. If we had 3 of them we would be home free.

Another thing about the wheelchair situation - something completely missing in this building and in a building in the future, buildings with more than one floor (should have) ramps. One or two ramps where you can ease them down. Alright you can take them up in the elevator, but you can put wheelchairs down the ramps in 2 minutes flat. Everybody in this place bends over backwards to help. But the ramp from floor to floor would be the answer to all your wheelchair problems. And you said getting out - supposing there was a fire - a ramp, one in front and one at the back wouldn't take much in the designing.

Response: Mr Stephen: I'd like to be independent and would like to see push buttons to open those (elevator) doors, so that we can travel up, rather than depending on whether there was someone to hold at the floor to hold the door open for us.

Response: Mrs Vermelen: Or an electric eye. A magnetic floor - they should have where the wheelchairs are - that's what they should have.

Response: Mrs Mitchell: Haven't got an awful lot to complain about. Only this privacy. Now I am on this floor at the end and the men all come in this door. Now a door is open I will go and close it. Two minutes later, it's open again. When you are trying to dress you have no privacy at all. Drapes require fittings and because ceiling wouldn't hold them, we don't have them. It would be nice to have a few curtains.

Question: What do you like?

Response: I like the companionship. I like living here. Good services and they're very clean and the service is very nice. The only thing I can complain about and I guess everybody can, is the meals. Meals not large enough. There'll be fatty meat in the stew. We all complain about it.

Response: Mr MacKenzie: The city does the buying - well, it's rotten! We just push our plates aside. We can do without much exercise - that requires large meals. There are some people who appear to have never eaten before which sickens you. You see them eating as if they'd never eaten for a week and you're wondering if you can taste it. You push your plates aside. There must be an awful loss of food.

Response: Mr Mitchell: The plates are not warmed. They were dead cold. The point is that they have machines to keep meals warm. They have the most modern kitchen in the world, but you certainly don't get model meals. They are cold by the time they are cooked until they are served up. We need apparatus to keep food hot. It's the personnel. In other words, there's room for lots of improvement in the food situation. No matter how rotten the food situation is you can eat it if it's hot. You can live with it, but if it's cold, Oh God, you just can't! They come down in the morning; one tray and one single girl does it all. By the time they come to you they are cold.

Response: Mr Stephen: I came in here 50 pounds light; now I am 52 pounds light after 3 years.

Response: Mr MacKenzie: Were you ever in the Wellesley Hospital across the road? They have shells for food containers (which are) plugged in and heaters in those containers which are plugged in. Your meal is just as hot there as when it left the kitchen.

Question: I'd like to move on now. One question that's always of concern is where you are going to locate a building. What are some of the things about

the location of the Home; how important is the location to you? What do you like most about the location of the home?

Response: Slim: Fudger Home is the most central of all the homes.

Question: Is that good or bad?

Response: Mr MacKenzie: Good.

Response: Slim: Because residents can't walk very far. They can get around to the stores. We have plenty of shopping here and variety shops within a $\frac{1}{2}$ block and with the reduced fares for the pensioners with the TTC you can get around a lot. Outlying homes even if you had a bus, it would still be a chore getting into a shopping centre or doing anything else; therefore they are naturally more confined. We can get out and are mobile. Can take a bus. Drug store, variety stores, restaurant across the street. To me, the location is ideal.

Response: Mr Stephen: Fudger, from a visitors point of view, this is the best location. I have a lot of relatives and some of them don't always drive they take the TTC. If I was moved up to Cummer Avenue, I wouldn't have the visitors then. This is important travelling situation. If we feel like it we can go out to the barber, and have a haircut of our own choosing.

Response: Mr MacKenzie: The first haircut I have had in 4 weeks and I looked like one of those modern kids. Finally I cut my own. The very same day I cut it, I was right away notified the barber was in where he was.

Response: Mr Stephen: Residents are helpful to each other. MacKenzie is handy, repairs jewellery for women. He also is a manicurist.

Question: Mr MacKenzie, what about the location, is it advantageous to you?

Response: Mr MacKenzie: My family - boy and girl - they can drive in here on the Don Valley highway. It's quite important that you have 2 means of access - the highway provides the long distance way where the kids live and the short bus service you have around here. Local streetcar service and highways for your visitors to get around population centres. That's an important thing to have -

local access and highway access...

Response: Mrs Vermelen: I came here for the visitors. One great drawback in this home: there's no parking space. On the street only pay parking. Not a nice area to walk out at night a lot. Don't know who's hiding behind cars - worried for the nurses.

Response: Mrs Harrington: Parking is bound to be a problem with central location. Bus line, streetcar line is most important thing in the world - keeps you in touch with everything. What they do on the edge of the country - we'll say the rural and nobody can stand for ages for a bus. Old people can't stand for long periods of time waiting for a bus to come along. There's no way I can do it. I would just have to sit at home. Downtown here, we have beautiful grounds here. Parking is bad, but you have got to have some problems, because we are central. I have always lived in the city. I love to play bingo. I can make it to two places because the bus stops at the door, but if I had to walk, I couldn't do it. I can't walk any long distances. Bad heart, bad asthma, bad lungs, all old folks are slow moving, the usual old people complaints. We can't travel at the rate younger people can. Better to be so close to everything, I think that is the biggest thing for anyone.

Response: Mrs Mitchell: Cars are right here for going anywhere as far as Eaton's and Simpson's; the cars go right downtown.

Question: There's one factor. I wonder if the amount of traffic bothers you?

Response: Mr Harrington: No!

Response: Mr MacKenzie: No, not a bit. In fact, that interests us - always something going on so we are alive.

Response: Mrs Vermelen: You get accustomed to it. You don't hear it much though.

Interjection: Like watching fire reels

Question: Are there any things about the landscaping or layout that could be improved or that you like about the way it is now?

Response: Mrs Vermelen: Flatten land. We find it difficult to climb up.

Response: Mrs Mitchell: Since Mr Russell's come he has brightened things up with the flower pots.

Question: What about facilities within the building?

Response: Mrs Vermelen: Every home that is built should have a laundry for residents and it should have a washer, a dryer and it should have 2 or 3 ironing boards so that it would be under supervision and every resident could use it. We have a very small cupboard in our rooms. You go to get dressed and the iron is put away at a certain time in the day.

Response: Mr Stephen: I have my wife do my laundry, but I know there are residents here who would like to do their own.

Response: Mr MacKenzie: I noticed that the laundry should be very carefully managed. If you drop my shirt into the shoot, I might get it next day and it would surprise me so much that I might not pick it up. It may be not back for 3 weeks and then it's got somebody else's name on it. Should be managed carefully. Sometimes we run out of marking pencils to put our names on our clothes. Then what are you going to do?

Response: Mrs Vermelen: Buy one of your own.

Response: Mr MacKenzie: That doesn't make any difference.

Response: Mrs Vermelen: You could use it then.

Response: Mr MacKenzie: Yes, you could if they would leave it there. They lift everything because it's so sorely wanted.

Response: Mr Harrington: The nurses are wonderful but as far as the staff goes the only thing we have to complain about comes in the kitchen.

Question: I'd like to go back to thinking about specific aspects of your rooms. You've mentioned privacy. Are there any other things you particularly like or dislike?

Response: Slim: The residents should be there when the staff are cleaning the side cupboards and the small bed tables, because many of us have had private papers and very important papers thrown into the waste paper basket and other things like jewelry and keepsakes are thrown in the waste paper basket. If you complain about it, they say, "We didn't know it was important."

Response: Mr Stephen: The nurses come along in the middle of the night on their routine check and the switch is on the outside of the door. The light blazes on and wakes some of the residents.

Response: Mrs Mitchell: Some of them use flash lights on our floor.

Response: Mr MacKenzie: The flash lights, they shine right in the eyes.

Response: Mrs Mitchell: I think they do it to make sure everybody is alright, nobody is sick and needing anything. Those who might be too sick to call out for help. I think I see reason for that. Although I wish they wouldn't shine it in your face.

Question: What about the space you have to keep things in?

Response: Slim: We need much more space. We have one small cupboard. It's a foot wide I think, isn't it? 4" wide and 6' high to put all our wardrobe. If you have 3 pairs of shoes well ... it's impossible.

Space for 2 women's hats and we need more cupboard space - more drawer space.

We need proper dressers, not a hospital table.

Response: Mr Harrington: Table level in each room to write a note on. There isn't anywhere in our room nor in the reading room. If we want to write a letter we have to use a book or we have to go all the way up to the snackbar.

Response: Mrs Vermelen: In October, everybody is going to have a table.

Response: Mr Harrington: Where are they going to put them?

Response: Mr Stephen: They could use, especially for the women, the odd full length mirror and a few more clocks around the place.

Response: Mr Harrington: After coming home from Woodbine (racetrack), all we need on the ramp is a railing. So that when you make ramps into the place like this have some kind of a railing. Something to grab hold of.

Response: Slim: They have got to be identified, but for heaven's sake, let's get rid of the Fudger Home, Bendale Home - "Home for the Aged". There is something about a "Home for the Aged" that people say: "Oh those poor people, crawling around on their hands and knees." Change it to "Senior Citizens".

Question: What about medical services? Do you feel there is adequate medical facilities?

Response: Mr Stephen: When I knew I was going to come to one of these Homes. I came from a private Home where the therapy would be really up to date and complete. You hear that therapy is a magic word for some people and it isn't anything to me - anything I do, I do myself. The thing is - whirlpool baths, massage, swimming pools, but there are a lot of people besides myself, who are close to walking that with a little attention they could be walking; they could go home perhaps. Save the municipalities a lot of money by having them. I was very disappointed to hear that they were taking away our therapist.

I think we need a big clinic. I showed the doctor my arm and he says: "Well, you have got your mind, you're lucky." Well I could be satisfied with that.

Response: Mr MacKenzie: At the end of this month, we are losing our physiotherapist. All Homes or prisons in the city are losing theirs and they are being replaced by a woman who's got a class of residents in which they're trying to pass the time away colouring pictures - adjuvants, they call them. It's a pretty serious move that the government has made with our Homes.

(Generally upset that the therapist was being "fired".)

Response: Mrs Mitchell: We have a doctor on call 24 hours a day.

Question: Let's turn to entertainment. You've told me of some of the things you do. Are there any other types of entertainment?

Response: Slim: We have small theatre parties, restaurant, garden parties, groups get away. Entertainment is not too bad here.

Response: Mr Stephen: Besides that, we have our own show here. Mr Freckelton is the M.C. Everybody seems to think we do very well.

Response: Mrs Vermelen: That has a lot to do with the Master of Activities.

Response: Mrs Harrington: We have at least 2 bingos a week, with a concert at least once a week sometimes 2, sometimes 3 times a week.

Question: These concerts, who plays at them?

Response: Mr Harrington: Entertainers from outside. Professional entertainers. Our director is good at handling the whole situation. He puts in more time of his own than any man I have seen. He is to be commended.

Question: Let's return to the subject of meals; we've heard about some of the problems. How about the variety of the meals? Is the only problem that it is cold?

Response: Mr MacKenzie: I have never had a hot meal since I have been here.

Response: Mr Stephen: Variety in this place? Sometimes I think we are living in the ghettos of Rome, we get so much spaghetti.

Response: Mrs Mitchell: Too much celery.

Response: Mrs Vermelen: Too much asparagus and broccoli. They must be growing it outside or something, and it's cold!

Response: Mr MacKenzie: Besides that, we get the stern end of it.

Response: Slim: The meals themselves lack variety. You know what you are getting Thursday, Friday and Sunday, week, by week, by week. As far as the meal itself - the roast beef. I have dentures. It can't be eaten: it's so tough.

Response: Mr Stephen: I agree with this.

Response: Slim: The best part of the whole meal is the desserts. Very excellent.

Response: Mr MacKenzie: That's all I live on.

Response: Mrs Vermelen: Yes, they are good.

Response: Slim: Mornings, 3 meals a week, -eggs. The other times, cream of

wheat or porridge. I don't think there is an home or an institution that has porridge in the summer time!

Question: How do you entertain yourselves?

Response: Mr Stephen: Like race horses. Mr Russell is going to take a group to the horse races.

Response: Mr MacKenzie: Runs out of ideas for projects I can make in the crafts section. Run out of ideas. I have got 4 projects, lighthouse, windmill, covered wagon, on my table to mechanize - that is a real problem and I still haven't got it solved. And mending jewelry.

Response: Mr Stephen: Mr MacKenzie runs out of tools and he swears quite often.

Response: Mr MacKenzie: I have asked them a hundred times for a Y64 drill bit.

Response: Mrs Vermelen: While I remember to come back to the medical. If the ill can't be helped in the home they are taken to a clinic, 8 or 10 residents a week.

Question: What hobbies do you pursue yourselves?

Response: I publish a newspaper and secretary of the council. I put my nose in when I think something is going wrong.

Response: Mr Harrington: I am the only weaver in the home.

Response: Mr MacKenzie: Yes, but we all have got a loom.

Response: Mr Harrington: I am the only hand weaver.

Response: Mrs Mitchell: I am in the craft room.

Response: Mrs Vermelen: We are a very busy community of residents. You will see people in wheelchairs, they keep themselves occupied - supply their own materials. I think we are a first class lot here.

Response: Mr MacKenzie: Do you think that they would let us buy our own tools?

Leader: I think you're a first class lot and would like to thank you for your help.

GROUP V

Interview with: Senior Citizens in Kipling Acres Home for the Aged
(Located in suburban Toronto; run by Metro Toronto.)

Discussion Leader: Frederic L. Buckland

Discussants: Mrs Collinge
Mrs Donovan
Mr Leadbetter
Mrs Mackenzie
Mrs Manchip
Mrs Strong
Mrs Varney
Mr Doug Wood

Question: How long have you lived in this Home and what are some of the things you like about the Home?

Response: Three years. I like everything about the Home. Don't get out much. Wonderful nurses, nice room, good care.

Response: Three weeks. I like it very much here.

Response: Two and a half years.

Response: One year, three months. I like this Home very much - everybody's good to us. Good entertainment here, administration nice, good food, good bed.

Response: Five years. I don't think I have anything to complain about. I like the entertainment, cleanness of the place, they clean and clean, that kills the germs. That's important to old people.

Response: Two years. I have no complaints at all. I try to do what I can to help people - that's my joy in living, that's all I have to live for. I play the piano for them. I find that most people are extremely friendly. Administration is kind and helpful.

Response: One year. Freedom. Staff very, very, good. I have no serious complaint about it, except that I am a little more active than most people that's all. But I am only one person. I would like a gymnasium, but they can't put that in for everybody.

Response: One and a half years. This place is an apotheosis. I have got to a point that I am in agreement with almost everything. Except for one thing, and that is elevator accommodation, I think, in any new home. I am afraid the architect of this one forgot it; provide for wheelchairs, so that people on their feet can go up and down without too much hesitation. If this place only had an elevator to accommodate the wheelchair patient, so that the other folks should go free, it would just be about perfect. Socializing is everything that anybody could expect. Some sour pusses, of course, but you can't get away from them, you can't put them out. I am content. One of the poets said: "Contentment is a kingdom.", and so it is, I agree. Contentment is a kingdom. I am wearing a crown.

Question: I'd like to move on to some of the particular aspects. Let's start with your rooms.

Response: Elevator service - increase elevators - 2 wheelchairs fills the elevator. One service elevator is for the trays and takes a lot of time of the elevator and when there is only 2 wheelchairs can get in an elevator, they don't go - they stay in their rooms.

Question: Do you find this a problem for yourself?

Response: Very much so.

Question: How about your room itself?

Response: Mrs Donovan: Lovely room, very comfortable. About a year ago, we had a lovely awning put up to keep the sun from coming in too much and beds are lovely and we have nothing really to complain about.

Question: How about facilities for storage of your clothes?

Response: We have a small locker. We can do with a bigger locker, but we manage just the same.

Response: Well, you said that one could just speak at a time, well that's

a very big problem. We don't have nearly enough space for our clothes, especially people like myself, that have nobody to store them for us. People with daughters and sons can send them out.

Response: Why, before we came here, we were notified that we were supposed not to bring too much of anything, which we really did obey. Food is very good.

Response: It would be an improvement for bigger cupboard space.

Response: Even if we had big lockers in our place, we haven't got too much room in the lounges for them. So we can't really have great big lockers for them.

Response: More room for their clothes , it would be a great advantage and improvement.

Response; I know it would be a great improvement.

Question: What about space in your own room?

Response: We are not allowed too much in the way of personal belongings. We just have a cabinet with 4 drawers. Now we can fill these drawers with discretion and we can have one or two things on the top of the cabinet. We can have a small light, but we are not encouraged to have a lot of stuff in our room. That is with a view to keeping it clean. It would get terribly muddled if everyone were to keep anything they wanted in their room. Of course, there is 4 residents in one room so you wouldn't have room for great big cupboards.

Response: I find lockers in the bedroom quite sufficient.

Question: Are there any comments about the layout of the room?

Response: I think it's excellent, except there could be a little more locker room, little more space.

Question: How about the layout of the grounds? Are you able to make much use of them?

Response: We certainly do. We have a lovely patio here, and I think it's a wonderful place to sit down and rest. We have tea on our tables with a real big umbrella up. Living pretty great. Love walking all the way around.

Question: Mrs Mackenzie, (wheelchair- ridden) do you get to use the outside?

Response: No, I don't very much, unless when the peppermint girls are around. Sometimes we don't have somebody to service the elevator.

(Mrs Mackenzie has been trapped in the elevator and rode up and down and up and down on the elevator without being able to get out of the elevator.) Unless there is somebody with me, I don't use the elevator, or I would be out more.

Response: We have walks around and we can wheel a wheelchair around - it's beautiful. I walk around about twice a day and I did that until it got slippery.

Response: I do 4 laps around the building. I think that's a measured mile.

Question: How do you like the location of the Home in a suburban area?

Response: I think it is beautiful out here.

Response: Why would you want to be in the city?

Response: We are away from the noise of the traffic.

Response: The air here is fresh.

Question: Are any of you bothered by airplanes?

Response: No, you get used to them.

Question: What about access to services and facilities? I imagine there are times when you want to buy things at a store.

Response: We have a plaza about $\frac{1}{2}$ mile to walk to. I go every few days to shop there. We have another one about the same distance in the other direction and we can shop there. I know some people who go to shop there.

So that we really have wonderful facilities for shopping.

Response: I find very helpful - tuck shop in the home. There is a lot of people haven't got so much money to spend when you want to go up to the plaza everyday. Our personal needs, toothpaste, are very handy here at the tuck shop. But the plaza has things you can't get at the plaza.

Response: Somebody (should) be appointed to attend the elvator and look after the people who get on and take them to the floors they want to go to and let them off. It's really very necessary.

Response: The elevator should have manual controls rather than buttons outside; instead of just a button outside, but a person should be able to use it without being - you go into the elevator, you press number 2 and you are likely to wind up on number 4 or 3.

Question: Now let us think for a minute in terms of entertainment. What things do you like to do?

Response: Lots of entertainment. We have got a rhythm band. We go on picnics and we go on boat rides and we go to all kinds of places. Birthday parties, barbeques. Nothing to complain about.

Question: What do you like to do in terms of your time?

Response: Mrs Manchip: I like walking and I like to sit and read.

Question: You have plenty of books to read?

Response: Good library. They come around twice a month; the librarian brings me biographies. I come down to the entertainment. I like the concerts and I like the school bands because years ago I taught children and it's not like big bands, but you see those youngsters and they are wonderful and I like the choirs especially. I like the man from the "Pig and Whistle" (TV).

Response: Mrs Varney: I like to sit and think. I don't have any visitors - nobody.

Response: Mrs Donovan: I read quite a lot. I go down in the evening

when the entertainment comes. I take long walks around the building. I tell a lot of jokes to my neighbours.

Response: Mrs Strong: Quite a bit of sewing. I go walking twice a day.

Response: Mrs Collinge: I do all that piano playing. I play for the chapel service and hymn sing on Sundays. I love to visit the residents. I think they have a wonderful succession of entertainment here. Wonderful Women's Auxiliary here - that is necessary wherever you go. If you can get round you a good Women's Auxiliary, they will be most helpful. They do wonderful work... You lean on them quite a bit.

Response: They have done everything for the Home and they do everything for the Home - wonderful bunch of neighbours.

Response: They are a friend to everybody in the Home, which is important.

Question: You've mentioned elevators as one problem area. I'm wondering if there are any facilities that are problems, or facilities you'd like to see?

Response: Well, I would like to see a man provided in the elevators. One day a man got caught in the elevator.

Response: I would like to suggest grading the road, instead of stairs/steps. Wheelchairs, we have to take them from the sidewalk, you could wheel the wheelchair right out to the car.

Response: I think we need a laundry room.

Response: Mrs Donovan: Place where we can put a laundry would be very helpful.

Response: If they were building a new home, if they would build a little special smoke room. A smoking parlour for the ladies. They use the washroom facilities and you can't get in. It would be nice if they could go in there without hiding and smoke till their hearts content. You can't break the habit at 70.

Response: Room where you can take your visitors and converse with them and enjoy them if it would be possible. A small sitting room. On Sundays - I will tell you what we do here on Sundays. During the winter months, it is discontinued during the 3 summer months, but this place is open on Sunday afternoon and we have a canteen and they can entertain their guests and that is a grand thing; they love that and the piano is played during the afternoon. They seem to like that very much. It keeps things a little alive. They can get coffee or tea and it's the only Home that does it. It's very, very much appreciated. If you could have an auditorium with such a place as this, where they can make their tea and their coffee, it's very, very good.

Question: You've reached the subject of visitors and the location of this place. Do you have problems with visitors getting out to see you?

Response: Well, they come. This auditorium is full on Sunday afternoon.

Response: Well, you know most people have cars nowadays and it's not hard to get out here in a car - but, coming on the streetcar - but, it's no problem with a car getting out here.

Response: And if they don't want to come, you can't make them anyway. Sometimes, they get you in here and some of them forget all about you.

Question: Would most of your friends have cars?

Response: Yes, most of my friends have cars and I think most everybody has cars.

Question: In talking with a group at Fudger House, they were very concerned that a lot of people came by public transportation, and that, being up here, would not allow visitors to get to them.

Response: Mrs Strong: Well, you know very few people are without one car in the family.

response: May I also suggest that you change the name from "Homes for the

Aged" to "Retirement Homes", or something like that.

Response: My friends won't come because of the "Old Folk's Home".

Response: There is no need to refer to old age at all because there are some people here who are 50/60/65 and it's not very nice for them to feel that they are in a home for the aged and it's not necessary.

Response: Well, if we weren't old, we wouldn't be in a Home.

Response: We brought that up at the resident council convention and they were very emphatic about doing away with "for the Aged" and I think ultimately they are intending to do so.

Response: Going back to the laundry room. That is under consideration at the council.

Response: Mrs Mackenzie: Home for the Aged - we are getting older - it's an honourable name.

Interjection: Not for the younger people. They are hurt by the name.

Response: Mrs Varney: Why can't we be like Jack Benny? (Ha, Ha). With all these improvements, will the Metro give the money towards that?

Question: One thing I am wondering about is the provision of meals. Now this is one of the greatest problems of any institution.

Response: Mr Wood: I am on a special diet. However, I have noticed one thing - the tables should be a little larger; 4 people sit at the table with the trays on the table. It's awkward. Tables could be little larger.

Response: Mr Leadbetter: I find the meals alright. This year I put on 20 pounds and I walk around these grounds singing away like Nelson Eddie having a whale of a time. There is one thing more - whatever you do, instruct your architect, if they want entertainment as good as we have here, he has to create a Mary Collinge (piano player). She is unique.

Response: Mr Wood: The one suggestion I have to make. In here (the auditorium) the acoustics could be improved. We have a lovely stage with

dressing rooms behind the stage which is necessary. It's very helpful there you know, with people changing costumes and all that is back there and, generally speaking, it's wonderful.

Question: I'd like to get back to the meals.

Response: Sometimes the meals are not very warm. By the time they serve all the meals to everybody, you can't expect them to be very warm. Well, they have given us the hot plated underneath now and they are serving them up on the metal containers with a rock of metal and that has helped. Because it's a long way to bring them.

Response: Years ago they served our meals at a counter.

Response: That would be lot better.

Response: And then there would be a lot of confusion. Everybody would take a different diet. We are happy how we are and let's stay how we are.

Question: When they were serving meals on the counter, was that better?

Response: To a certain extent it was, because you lined up and if you seen something you wanted you got that. If you didn't you could turn everything down. That was 2 years ago since they done away with that.

Response: What did they do with the diet people?

Response: If there was anybody diabetic, they couldn't have this or they couldn't have something else, but they still would take it. Just the same, they take it now.

Response: I am diabetic and if I lined up to see something that I should have, that's what I would have.

Response: Mrs Varney: I have only one complaint, they give me too much. I have a very cramped stomach.

Response: When your tray comes back and they know what you require and after a while you won't find so much on your tray.

Question: Do you think there are better ways to provide meal service?

Response: Mrs Mackenzie: Our wagon is the last one that comes up on the second floor. And we have the trays with the heat under it. Our meals are hot. Just the soup, sometimes is cold. And then there's a girl who goes around with the hot coffee or hot tea and it's hot when you get it.

Response: Mrs Donovan: I find it very good.

Question: And does it arrive hot?

Response: Well, that I figure on, we don't want too hot meals in this weather anyhow, but in the winter it is really hot, because the heater really does do a lot of good for us.

Response: Mrs Strong: Well, I think with the number of meals they have to serve, they do wonderful. We get ours fairly hot. With hotplate underneath.

Response: Generally, they do a good job with the meals considering all that they have to do.

Question: One final area I would like to explore. Do any of you have any particular hobbies that you would like to pursue ?

Response: We have an arts and crafts room.

Question: Does anybody use it?

Response: Mrs Collinge: Ten or twelve people that go regularly to the arts and crafts room. They have an instructor and they do some really wonderful work up there.

Response: I worked in the arts and crafts room for a year. My eyes aren't as good as they used to be.

Question: Any hobbies you would like to pursue but can't because of lack of facilities?

Response: Mr Leadbetter: I read the classics. Well, we have a library.

Response: Mr Wood: I have a problem that has nothing to do with the Home.

I like to do some painting, but they won't let me have the paints in my room. I do leather work.

My main hobby is getting my health back.

Response: I would like to see a rolling machine or a few things here that you could build yourself up at. Not very many people are interested in that so I wouldn't think it would be worthwhile spending the money on.

Response: Mrs Collinge: I think if they could have leather work - some of the men could use that. Of course, you see so many people can't use their hands.

Response: They have eucree, bingo, cribbage and they have all those games. A day each month, but cribbage is my favourite and there are very few cribbage players. It's just a question of getting a few together and then they are all men. Some people love eucree. And then too, you get together and you have a disagreement with them. Some of them are so crabby playing eucree, you don't feel like it.

Response: We have bingo all through the winter, checkers. Service clubs come in. Lions' Club, Red Cross - they give all of the prizes and bring refreshments.

They give each one a \$1 when it's our birthday.

Response: Don't tell them that, because then they will take it away from us.

Question: Are there any other games?

Response: Well, I play the bongo drums. (!). They have a band - rhythm band here - and it's lovely. Enjoy it very much and we have a big crowd going to it and we all get therapy and we all get instruments to play. I play the bongos.

Response: We have lots of entertainment.

Response: Mr Wood: I have a suggestion , maybe it may sound foolish, but before anybody is allowed to come into one of these Homes, I think they should be made to understand that they have to take therapy certain days of the week. I think they should make a regulation that they have to attend therapy. Other hospitals do and they take them down and they give them therapy. These people say: "Well, I don't feel like it. I don't want it", but if they know that they are going to have to take therapy - it's forcing them to take part in something.

Question: There's one final area and that's how well are your medical needs met?

Response: They are very good. You see one pretty quick. There is nobody in residence - no doctor or nurses in residence except that they have night staff and day reservations so that there is somebody here, but they are not really in residence. And the doctor comes not every day of the week. She is here for a very short time in the morning and that is our medical - the doctor treatment we get.

Response: Mrs Strong: Let me emphasize that this is not a medical Home, it's a nursing Home.

Response: I call it a hospital Home, because you get the same treatment here that you do in the hospital.

Response: No. (General reaction around the room)

Response: You do the actions of a hospital, you get blood tests, urine tests. We get this and we get that and I figure it's a hospital Home instead of an old age home.

GROUP VI

Interview with : Senior Citizens in West Acres
(Located in suburban Toronto; run by the city of Toronto)

Discussion Leader: Frederic L. Buckland

Discussants: Mr and Mrs A. E. Bowman
Mr and Mrs Hugh Bowman
Mrs Brunning
Mrs Macdonald
Mrs Moore
Mr McCawl
Mr Noble
Mrs Page
Mr Prevost
Mrs Taylor
Mrs Vickers

Question: What do you think about the location your apartment is in?

Response: Mrs Macdonald: I think it's perfect. It's right out of the city, still we are in the city. We have lots of grounds around us. It has only 2 storeys, more friendly. I picked this of all the places there were.

Question: Are there any who think differently? Are there disadvantages to the location?

Response: I think we all agree with Mrs Macdonald about the location. I don't think anybody doesn't like the place. But there are a few things that I would like to see done. The singles have no balcony.

Question: Could we first just think about the location? We will be going through all these other areas later.

Response: Transportation is handy. Lots of buses and shopping plazas.

Question: Could we start with some of the things about your home?

Response: Mr Noble: Generally, I would like to see both parts of the complex paying same rent. We have been here 5 years .

Question: Let's think first about what you have.

Response: Mr Noble: We like it very well. There's nothing we dislike.

Response: Mr McCawl: I like it very much if certain things could be done to

make it a little better. For instance, the corner of my veranda is sinking into the ground. I am afraid to sit over there. Other factors about other apartments. People who built the apartment gave the doubles a beautiful veranda. When the man and wife and the majority of the residents, have a car and they can get out; and they put the women, who are mostly widow, into singles without a balcony and also without a bedroom. According to the information I had about the new one out in Mimico and built the other one on Isabella, there is a bedroom in the singles, is that true? Well, I don't think it's proper for a woman in her older years to have to sleep and live and eat in one room. I think they should have a bedroom.

Response: Mr Prevost: Nothing I dislike about it. I am going on 13 years in here. There are open fields, parking lot outside the building. The only trouble, I have got to move because I lost my wife.

Response: In a double, I think there should be an extra closet for the extra person. There is not much more in the double than there is in a single. We find it very difficult for storage space.

Response: I don't like having to spray for ants.

Response: But of course, that you can't help, on account it was a farm before. But, I think that they should all have showers because half the older people can't get down into a tub. The new buildings - 6 new ones- haven't a shower. The facilities are all there, but they just didn't bother putting the shower in.

Response: Mrs Macdonald, excuse me for interrupting, but they have had a few fatalities in the showers.

Response: Mrs Macdonald: Yes, but it could be fixed, if the water wasn't too hot. And then they wouldn't have that.

Response: Could we have any different facilities for TV?

Question: What is it that you have now and what do you want to see?

Response: I like to see cable. TV reception is terrible most of the time.

Question: Is that something that is general to this area?

Response: No, just in here; in the apartments it is general. There is 1 to 8 and 1 to 6 and that is all the antennas we have and $\frac{1}{2}$ the time you can't get your programmes at all.

Response: You see the cables are all gone underground. We went into it and it costs \$10,000 to replace the cables and they didn't have the money or they didn't want to spend the money on \$10,000 worth of cables. Our TV is perfect. The aerial's on my roof.

Interjection: You are lucky!

Response: I get every station, even Barrie.

Question: Any other factors about your apartment you like?

Response: I like the kitchen because you use your table for cooking, baking and you have a bake board and lots of space in there.

Response: I like it because we have lots of cupboard space. You know for clothes and for dishes and everything. We love our apartment; we have no complaints. I like the 2 storey building instead of the high rise.

Question: What is it about the 2 storey that you like?

Response: We came from a 2 or 3 storey house. We didn't have a highrise, the majority of us, and I like it much better that way. Of course, myself, I don't like being up high. You have a beautiful view, but that's all.

Question: Let's get on to the question of the area you live in. Sometimes there are factors that bother people, for example, airplanes, do they prove to be much of a bother?

Response: (Generally no.) You do hear a lot, but you get used to them.

Response: What's the use of dodging around it - it's a nuisance.

Response: It's the same thing all over the place.

Question: Do you find it a very great nuisance? Doesn't it bother your sleeping?

It interferes with the TV. It's noisy.

Interjection: They haven't been here that long, they'll get used to it.

Question: Moving on to the landscaping - do you like it? Are there things you'd like to see done to it?

Response: I think it's very well looked after.

Response: I agree. We are very proud of the land around here.

Response: I think they could put in a bowling green.

Response: How about lights at night? You really can't see your neighbours until you are almost on top of them, and there is a very bad spot around #4 that actually slants. My husband knows because he broke his wrist on it.

Question: Is that just the fact that there are lighting fixtures there, but lighting is very poor?

Response: (General agreement.)

Response: There aren't any street lights either. It's very badly lit - should be more lights in more places.

Question: Let's think about the facilities you have, like laundries, dry cleaning?

Response: Yes, they're adequate.

Response: Just a minute. It is, but not maintained properly because many a person comes down and finds that they haven't been looked after until they completely break down and then they do a $\frac{1}{4}$ of a job and the same thing happens over again. Instead of doing the machine proper, they do a kind of (make) shift job on it.

Question: How many machines are there?

Response: There is one machine in the basement of each building. 1 washer and 1 dryer.

Response: The only fault I have to find with the dryer is, there is only hot and cold - there isn't an inbetween.

Question: Is that sufficient in terms of the use you make of them?

Response: Yes, as long as they are working.

Question: Dry cleaning?

Response: That requires the plaza.

Question: Does that prove to be much of a problem in terms of access?

Response: Well, there's pick up and delivery.

Question: You've mentioned the bowling green. What entertainment facilities are provided for you? Are there any other facilities you'd like?

Response: Speaking of the bowling green, we have got the circle already here for it.

Response: I think if we had a stove with the taps at the front, people wouldn't have to bend over and bend around.

(General agreement - front controls instead of back controls.)

Question: Any other things about your apartments?

Response: There are quite a few people who are perfectly capable of looking after themselves, but they find a few things hard. For instance, the taps - you have got to take a hold of the tap and turn them. If you have arthritis very badly, you can't do that, while if you had that kind you push with your elbow.... I don't think it's any more expensive to install than the ordinary ones are.

Response: Our taps are just tiny little handles like that. Now I can't handle them because of arthritis and I have great big rubber pads on them.

Response: I have got to use a wrench for mine!

Response: We can do with more up-to-date stoves - front controls.

Response: The stoves are alright if the elements were in the front. The rest of it's alright.

Response: Radiators - They are a little too difficult to get off and we have to take our off about once a week, in order to let the heat come through. I have to get down on my knees to turn them on and off.

(General agreement - also difficult to clean.)

Response: We have too much heat and we can't turn ours off.

Response: I would say another thing we should have - more floor plugs instead of central lighting. More plugs around the wall because you get one plug and then you have to run a line from there. If you have plugs in more convenient spots around there, you would be able to plug in much easier. We have 2 - one on each side of the wall.

Response: I would suggest a lift. Speaking for my husband who is 80 years old. And carrying stuff up the stairs is hard work and most of the people here find that. A lift just for parcels.

Response: Yes, like an elevator and have it come right to the basement for the laundry, to carry it up.

Question: Can we get back to entertainment facilities? You have this lovely centre.

Response: I think we're very lucky. We have eucre parties once a week, bingo twice a week, birthday parties and all that sort of thing.

Response: We provide lots of entertainment for ourselves. 6 days a week. We have our own club.

Question: What about medical services? Any problems getting quick access to a doctor?

Response: From what I have experienced for myself since I have come here,

there are no doctors. You have to take the people to the emergency in a hospital. There's no doctors here will come.

Response: Some of them will come.

Response: Well, now you are speaking of the exception. I am talking in general and we haven't got it.

Response: Because doctors won't now.

Question: Is that much of a problem?

Response: It is a problem.

Response: It is a problem because you have got to do a lot of running around and you have got to wait for an ambulance and things like that and it may not be a serious thing, but in case it is, there is no doctor available.

Question: Could someone explain your relationship with Kipling Acres?

Response: Well, good.

Response: We get along wonderful. They co-operate with us any way they can and we co-operate with them. For instance, they had the strawberry festival. They used this as a dressing room for their entertainment and vice versa. We use their hall over there. We are all welcome to go over there any time something is going on.

Question: Do many of you make use of that and do you go over there?

Response: (General yes.)

Question: What type of things do you go over there for?

Response: Parties.

Question: Do you use their cafeteria? Do many of you take meals over there?

Response: Yes, quite a few. The meals are very good and very cheap.

Question: Does this tend to be done as something you do when you say: "Well, I have been busy today" and therefore don't want to take the time to cook dinner?

Response: You get bored with your own cooking.

Response: It isn't always that. Sometimes if you are not feeling well, it's a great relief to go over there and get a meal because they are very good.

Response: It gives you someone to sit and talk to while you are eating, too.

Response: So I think it's a wonderful thing - the co-operation between the hospital over there.

Response: And we also have first access to a bed, if anybody in our apartments has to go up there -can't look after themselves anymore - the first bed that is vacant comes to us rather than to an outsider.

Response: Our people enjoy the things they put on in the auditorium. Motion pictures. They run full length motion pictures - we go over there and take advantage. There's no charge.

Response: And they put out a bulletin and they always, at the bottom of the bulletin, say that the West Acres residents are welcome to come to the movies and so on.

Response: They also have a hairdressing parlour over there, which is used constantly and the girls in the hairdressing parlour have Tuesday off. They don't take it, they stay for us. To take us.

Response: They have a lovely card rack and then, of course, a gift shop and then they have a library that we can get books if they haven't got what we want here.

Response: We have our own library. A very good public library also.

Question: Are there any children in the neighbourhood?

Response: Yes. I have got 6,7,8 of them right behind me and it's wonderful watching them.

Response: The only trouble is with the bicycle riding. They are terrible and they come down there so fast that nobody walking could get out of the road.

Response: There really should be better privacy. It is a private road, but they make it a public road.

Question: Mrs Macdonald really enjoys having the children around, how about the rest of you?

Response: (General agreement.)

Response: I would say that a good 90% of the children who go through here are very good.

Response: They come from the 2 schools on Kipling. Of course, some of them aren't good. You always get some bad - adults as well. On the whole, they are good youngsters.

Question: Now one other thing I'm interested in is which hobbies do each of you pursue?

Response: So many. I enjoy all the things, even though I don't participate. I enjoy watching. I like to watch them bowl and I watch any entertainment that is going on in here. I don't play even shuffleboard, I am just a good admirer.

Response: I enjoy bingo. I participate in eucere, in bowling, in shuffleboard and anything else that's going on.

Interjection: What about exercise?

Response: No.

Response: I like the arts and crafts, ceramics, eucere. I like watching the bowling and occasionally bingo and I love dancing when I can get somebody to dance with. (Ha, Ha).

Response: (Agreement from several others that their activities were much the same.)

Response: I read a lot.

Response: I like to sit around. I don't see very good, so I can't get get into things.

Response: I spend a lot of time cooking for that fellow. (pointing to husband).

Response: I play eucré, bingo, cribbage, shuffleboard and I want to see a bowling green.

Response: Don't forget your poker.

Response: I can't leave my home too long at a time (invalid wife). I get out and play shuffleboard. I used to play eucré and take part in things, but I don't any more.

Response: Shuffleboard regularly.

Response: Mostly typing.

Response: Bowl, knitting and everything like that.

Response; I sometimes drive to the plaza for groceries. I have a sick husband, but I love eucré.

Interjection: I think she would drive a 100 miles for a eucré game.

Response: You have put me on the spot now. Do you mind my telling - you do not have great volume in your voice and I can't hear and I haven't heard a single word. I can't hear, but by the gestures of these folks around here and by their expressions, I know almost exactly what they said. You know, I can sense it. As far as I am concerned, one reason why you're here is to find out if we are happy.

I have been used to a good home - been brought up nicely and used to nice things. I have my little apartment and am quite happy in it. It is nicely furnished. I have everything at my convenience here - hot and cold water, refrigerator, stove, my own bathroom, my own privacy. If I wished to shut the door or I wished to open it. Something nice to look at - the trees, the birds and the grounds and I am perfectly happy.

Now you are a young man and there is something about these places which a lot of people are not really happy about and I don't believe they will tell you, but I will. And if it ever comes to pass and you can do anything just do it,

will you? When it does come to pass I will be dead and gone and you will be a lot older before they get around to it. The only thing that I can see wrong with places like this and especially here - my apartment faces Kipling Acres and naturally I see the old folks back and forth and the problem, to my mind, they can't be very happy about it. When I see a dear old soul and his wife, and some with a walking stick, some lame, some almost as old as myself - 86 - 87 and a dear old man is struggling with the bigger part of the shopping and the old lady, she is at least trying to ease it with a little bit. And the money the people get up here, at least the majority of us, is not very much. Can't afford to pay for taxis back and forth for shopping and it breaks my heart to see this dear old person going all the way to the plaza and back again. They can't be happy doing that. If you live long enough, what about suggesting a miniature plaza or some facilities for the more crippled people to be looked after? But I am alright, I have got good neighbours. They have a car and help me.

Question: Are there any other hobbies?

Response: Is there any possibility of getting a workshop?

Question: What kind of workshop are you thinking of.

Response: A work bench and drill - electric drill and a saw ... For you would need a basement with a workbench for a bicycle. I was up at G. R. Smith's and you go into the bathroom. In our place they help old people up. They have a rod by the soap dish to help stand up and when you go in for a bath, it is pretty hard to get up sometimes.

Question: Just one final point I'd like to explore. Is it hard for visitors to come because you are out in the suburbs?

Response: No! 12 years ago, yes. We only had a bus 2 hours on Sunday. It stopped at 11 at night and didn't start until 9 in the morning. But now we have Kipling, Wilson and Islington and you can get any place in the

city you can get right across to Scarborough in 45 minutes.

Response: If your friends say it's too far, well, then they really aren't too good friends!

